

Freedom of Information Request: 0567 2019/20

University Hospitals Birmingham NHS Foundation Trust (UHB) completed a merger by acquisition of Heart of England NHS Foundation Trust (HEFT) on 1st April 2018. Due to historical differences in data collection/reporting across UHB and the former Heart of England NHS Foundation Trust this response has been provided by hospital site.

If possible, I would like to know the following information about outpatient appointments within NHS Trusts.

The information you provide will be aggregated with other research and the output will not be made available to any other third party. It will be used to aid decision making with regards to an IT software package designed for NHS Trusts.

- 1. How do you currently process your eRS requests for outpatient appointments when they are received into the Trust? i.e. is the process automated by software or are eRS requests downloaded, printed, scanned etc.**
 - At Heartlands, Good Hope, and Solihull Hospitals (HGS) the requests are downloaded, printed and scanned
 - At Queen Elizabeth Hospital Birmingham (QEHB) there is an automated process
- 2. Who (or which department) has management responsibility for the eRS process you described in your response to Q1? Job titles are sufficient.**
 - HGS - Booking Co-ordinators
 - QEHB - Automated process
- 3. Are outpatients offered a choice of appointments or are appointments allocated to patients in some other way?**
 - Patients are offered a choice of dates and hospitals when they book via ERS
- 4. Are paper-based Clinic Outcome Forms used within the Trust?**
 - At HGS they have paper-based outcome forms this will change when they move across to the QEHB system
 - At QEHB they have an electronic outcome form