NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-22
Subject: Outpatient Booking Team Call Handling Metrics

Dear Sir/Madam,

Thank you for your email dated **12/01/2026** where you requested information about **Outpatient Booking Team Call Handling Metrics.**

The information you requested is enclosed.

Metric	Response	Notes / Definitions
Please note: the timeframe used is January 2025 to December 2025		
1. Total inbound calls received by your Outpatient Booking/Appointment Teams (most recent 12-month period of available data.)	174,441	Please provide a total figure for the Trust or per department if reported separately.
2. Percentage of abandoned calls	Approx. 24%	Definition: An *abandoned call* is one where the caller disconnects before the call is answered by a staff member or before reaching a completed interaction (e.g., leaving the queue or self-service pathway).
3. Average call answer time (ASA)	Admissions: 05:25 Appointments: 12:19 GP Direct: 02:46	Please provide the average time taken to answer calls (e.g., 2 minutes = 02:00 minutes). If multiple departments have different ASAs, please provide each.

4. Categories/reasons for inbound calls received	Not recorded	Please list the main call reasons tracked by your systems in the form of a percentage (e.g., appointment booking, rescheduling, cancellations, blood tests, queries, waiting list queries, etc.). If available, please include approximate volumes or percentages for each category.
If the information is held across multiple call centres or systems, please indicate this in the table or provide supplementary detail as needed.		

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

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