

FOI 0232/2025 Response

Request

Dear FOI Team

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1. The total number of inbound and outbound telephone calls handled by your Trust in each of the last three financial years (e.g. 2022/23, 2023/24, and year-to-date 2024/25 if available).
2. If available, a breakdown of the above by:
 - a. Calls to main switchboard(s)
 - b. Calls to clinical departments
 - c. Calls to administrative or other non-clinical departments

Response

Please see requested information and note:

- The call figures are all calls to and from Trust landline phones.
- Answered calls could include calls sent to voicemail and calls answered by contact centre groups or switchboard, where the caller hangs up while in the call queue prior to the call being allocated to a member of staff.
- We are unable to break down the total number of calls to switchboards, clinical or non-clinical department. This is because we not record the requested information in the level of detail requested.

Incoming calls answered 1st April 2022 to 31st March 2023: 333,743

Incoming calls answered 1st April 2023 to 31st March 2024: 586,400

Incoming calls answered 1st April 2024 to 31st March 2025: 635,652

Outgoing calls 1st April 2022 to 31st March 2023: 271,555

Outgoing Calls 1st April 2023 to 31st March 2024: 258,101

Outgoing Calls 1st April 2024 to 31st March 2025: 239,450