

Ref no: 234261120
From: Another Trust
Date: 26/11/20
Subject: A&E Reception staffing levels

REQUEST & RESPONSE

- 1 Can you confirm your average daily attendances to A&E?
Pre-COVID = 365, During COVID 305
- 2 What is the current shift pattern of your A&E reception team and how many staff do you have front of house on each shift?
There are three types of shift;

Early = 7am to 3pm (4 staff)
Late = 3pm to 11pm (5 staff)
Night = 11pm to 7am (3 staff)
- 3 Do you have any additional admin staff (such as back office team) to support the Reception team? If yes, how many and for what hours?
No
- 4 Do you have a dedicated ambulance arrivals receptionist?
Yes
- 5 Do you have a dedicated NHS 111 First Receptionist?
No