

**Freedom of Information Act 2000**

**The Royal Cornwall Hospitals NHS Trust Response to Information request**

**Date Request Received: 6<sup>th</sup> May 2025**

**FOI Ref No 28731**

**Requested Information:**

1. How many porters work at your trust? (please provide headcount rather FTE)
2. How many porter schedulers work at your trust? (please provide headcount rather FTE)
3. How are requests for porters sent to the portering department? (For instance, are requests for porter support sent via email, messaging software, face to face requests, phone calls, radio, or multiple channels?)
4. How are tasks communicated to porters throughout their shift?
5. What computer software applications (if any) are used to manage incoming porter requests and task assignment to porters?

**Response:**

1. There are 22 general porters. There are also Emergency Department assistants, Theatre assistants and Clinical Imaging assistants who transfer patients to, from and around their relevant departments. However these job titles do not include "Porter"
2. There are 2 porter schedulers
3. Requests to porters are called into the helpdesk or planned via scheduled jobs
4. The team uses software called Purcell Carps which is used to assign jobs. It also includes radios along with a text messaging system.
5. The software application used is called Purcell Carps

**Attachment(s):**

No attachments

**Date Response sent: 23<sup>rd</sup> May 2025**