

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Telephone: 020 7655 4131

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

13 August 2020

Our reference: FOI DA3499

I am responding to your request for information received 17 July 2020 which you clarified on 20 July 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Chair: Mark Lam

Chief Executive: Dr Navina Evans CBE

We care

We respect

We are inclusive

Request:

Question 1. How many adult referrals were made by GPs to your NHS Trust mental health services each year?

- a. Year and month i.e. January-December 2015-2020
- b. Gender
- c. How many referrals were marked as 'urgent'
- d. The number of referrals where further action was taken – could you please interpret 'further action taken' as providing the patient/service user with a first appointment.

Question 2. How many adult referrals were made from your NHS Trust mental health services to mental health outpatient services each year? For question 2, could you provide separate figures for both internal referrals made to your own outpatient services e.g. community based and to external mental health outpatient services please?

- a. Year and month i.e. January-December 2015-2020
- b. Gender
- c. How many referrals were marked as 'urgent'
- d. The number of referrals where further action was taken could you please interpret 'further action taken' as providing the patient/service user with a first appointment.

Question 3.1. The number of cancellation made by service users or patients

Question 3.2. The number of cancellations made by the Trust

- a. Year and month i.e. January-December 2015-2020
- b. Gender
- c. How many referrals were marked as 'urgent'
- d. The number of referrals where further action was taken
- e. whether this cancellation was i) a total cancellation or ii) rebooked,

Answer: The Trust does not record this information in a specific field on our clinical system. To answer your questions we would need to manually develop scripts to answer each question. Therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

If you would like to resubmit your request in relation to one question above, we will be able to respond.