



East London
NHS Foundation Trust

Information Governance

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16 November 2020

Our reference: FOI DA3569

I am responding to your request for information received 3 October 2020. I am sorry for the delay in responding to your request. 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

We care

Interim Chief Executive: Paul Calaminus

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Request:

To whom it may concern,

I write to request information from your NHS Trust under the Freedom of Information Act (2000).

I am completing a review of the role of “Duty Clinician” with Specialist CAMHS provision; the evidence-base underpinning the concept, the prevalence and level of demand for this work within a Specialist CAMHS team, and how it is being provided across the UK’s CAMHS services at present. The data gathered will be used as part of a study being completed as the dissertation project for a Master’s Degree in Child & Adolescent Mental Health. I am a senior Registered Mental Health Nurse working within a Tier 3 Specialist CAMHS Team in south-central England and I am attempting to gauge to what degree there is or isn't a common or shared model for Duty response provision within community CAMHS.

If your NHS Trust is currently commissioned to provide outpatient/community Specialist (Tier 2, 3 or 4) Child & Adolescent Mental Health Services, I wish to know:

- Question 1.** Do you provide a same-day response during working hours* for urgent concerns from service users, parents/carers and professionals?
- If yes, how many contacts have been received of this type each month over the period April 2017-April 2019, broken down by month?
 - What proportion of your overall clinical contacts for your CAMHS service does (1.a) represent over the same time period?
- Question 2.** Do you provide same-day, out-of-hours* response to service users, parents/carers and professionals?
- If yes, how many contacts have been received of this type each month over the period April 2017 – April 2019, broken down by month?
 - What proportion of your overall clinical contacts for your CAMHS service does (2.a) represent over the same time period?
- Question 3.** By what team(s) is this response provided?
E.g. by Single Point of Access Service, Intensive Home Treatment Team, ‘generic’ Specialist CAMHS Team, Paediatric Psychiatric Liaison Service, Crisis Team?
- Question 4.** From what professional backgrounds are the staff providing this cover?
E.g. Nursing, Nursing and Allied Health Professionals, Social Workers, Psychologists, or all within the Multi-Disciplinary Team?
- Question 5.** What do you provide within this cover?
E.g. telephone support/review only, same-day face to face response, day hospital/day assessment, place of safety/review within paediatric inpatient setting, review within Accident & Emergency Department. Is it whole or part-day only? Is there a time cut-off beyond which calls/queries are not responded to?

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The answers to questions 1-3 inclusive would be appreciated in Excel-readable format tabulated by month please.

*** In-hours defined as Monday to Friday, 9am to 5pm. Out-of-hours is any time outside of these hours as well as local or national Bank Holidays.**

Clarification

The question is deliberately vague in that as far as I can tell, there is little to no established definition of what constitutes 'duty' work in the literature.

In the NHS Trust & CAMHS team I work for, for example, any call/query in to the team that is about a child/young person who isn't open to a caseholder/Lead Practitioner is directed to the Duty Clinician.

This means that our duty clinician can be dealing with calls ranging from "Where am I on the waiting list?" to "I'm standing on a motorway flyover and I'm thinking of jumping". Generally, the callers consider both situations to be urgent while clinically, we would obviously prioritise the latter.

Any data you have at all about the volume of calls/contacts that are fielded by a duty clinician/duty system would be appreciated.

Answer: The Trust clinical system is designed for patients that are known to the Trust (identifiable) and does not support unknown patients. This request focusses on contact prior to the referrals, we do not hold any data in format requested. In order to answer this FOI, staff would require manually going through each clinician activity recording on the clinical system. Therefore, the Trust is unable to comply with this 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.