

**Information Governance**

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17 March 2021

**Our reference: FOI DA3672**

I am responding to your request for information received 20 January 2021. 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](http://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

Interim Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

**Request:**

Good afternoon, I am writing to you on behalf of the mental health charity Mind to request the following information about adult mental health services in the East London NHS Foundation Trust under the Freedom of Information Act 2000. We are asking all Mental Health Trusts about changes to the delivery of their mental health services over the last year to inform Mind's understanding of how services have adapted during the pandemic. I would be grateful if you could provide me with information on the following:

- Question 1. Contacts by consultation medium (Face to face, Telephone, Telemedicine Web Camera, Talk type, Email, Text, Other, Missing)**
- a. (i) The total number of contacts you have had with adults (18s and over) accessing help for their mental health broken down by consultation medium in September, October and November 2019 and September, October and November 2020.
  - (ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

Answer: Please see appendix 1 attached.

- b. (i) The number of contacts you have had with adults (18s and over) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium in September, October and November 2019 and September, October and November 2020.
- (ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

Answer: Please see appendix 2 attached.

- c. (i) The number of contacts you have had with adults (18s and over) supported by Community Mental Health Teams broken down by consultation medium in in September, October and November 2019 and September, October and November 2020.
- (ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

Answer: Please see appendix 1 attached.

**Question 2. Assessment of digital / remote delivery of services**

- a. Following the increase in remote provision of services, has the Trust undertaken a formal evaluation of the remote delivery of services, including outcomes and patient satisfaction?
- b. How have you ensured plans to deliver services remotely have been co-produced with people who use the services?

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Chair: Mark Lam

Interim Chief Executive: Paul Calaminus

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Section 1(1) of the FOI Act states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*

*(b) if that is the case, to have that information communicated to him.*

East London NHS Foundation Trust has not undertaken formal evaluation of the remote delivery of services however, a structured learning process has been put in place with facilitated workshops across the Trust.

**Question 3. Plans for 2021**

**a. Are you planning to deliver a higher, lower or similar proportion of digital / remote services in 2021 compared with 2020?**

**b. Please give further detail.**

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and*

*(b) if that is the case, to have that information communicated to him.*

East London NHS Foundation Trust does not record this information. It is not held and therefore not disclosable.