



East London
NHS Foundation Trust

Information Governance

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

Email elft.foi@nhs.net

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

22 July 2021

Our reference: FOI DA3843a

I am responding to your request for information received 28 June 2021. 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: Paul Calaminus

We care

We respect

We are inclusive

Request:

Good morning,

Thank you for your FOI response. It is greatly appreciated. I note that on your response you suggest questions 1, 3 and 5 would be able to be answered during your time limit.

Could I please request the responses to these questions?

Question 1. What is your minimum, maximum and median waiting times in days from the date referral received to initial appointment with healthcare professional (this includes a CHOICE or triage appointment and/or telephone or video call assessments)? Please provide data for the previous four full financial years (2017/2018, 2018/2019 and 2019/2020, 2020/2021).

Answer: Please see table below:

Financial Year	Min waiting time (in days)	Max waiting time (in days)	Median waiting time (in days)
2017/2018	0	482	22
2018/2019	0	414	21
2019/2020	0	370	14
2020/2021	0	427	4

Question 3. What is your minimum, maximum and median waiting times in days from the date referral received to start of treatment? Please provide data for the previous four full financial years (2017/2018, 2018/2019, 2019/2020, and 2020/2021).

Answer: Please see table below:

Financial Year	Min waiting time (in days)	Max waiting time (in days)	Median waiting time (in days)
2017/2018	0	495	46
2018/2019	0	493	42
2019/2020	0	448	36
2020/2021	0	461	22

Question 5. How many referrals were received from each of the referral routes (listed in the Excel document) over the last four financial years (2017/2018, 2018/2019, 2019/2020, 2020/2021)? Please provide data as a number, rather than a percentage.

Answer: Please see table below:

Referral Source	2017/18	2018/19	2019/20	2020/21
Drug service Statutory & Non-Statutory		2	1	
Employer	1		2	
Trans from local adolescent MH services	1		3	
Voluntary Sector		1	2	2
Court Liaison and Diversion Service	2	2		2
Other EI Service	1	1		6
Internal - Community Mental Health Team (EI & LD Service)	2	3	3	2
IAPT		9	1	3
Other Independent Sector Mental Health Services	7	4	9	5
Internal - Inpatient Service (Child and Adolescent Mental Health)	4	5	16	5
Other Acute secondary care specialty	4	9	6	15
Specialist Nurse (Secondary Care)	4	8	13	14
Crisis Line/services				106
Out of Area Agency	22	31	35	25
Health Visitor	37	39	38	19
Other Source of Referral		3	28	117
Internal - Community Mental Health Team (Adult Mental Health)	14	50	38	121
Youth Offending/Police	92	59	83	51
Other	374	300		
Other Primary Health Care	116	162	240	334
Community-based Paediatrics	358	460	432	446
Hospital-based Paediatrics	349	562	582	496
Self	271	350	444	1174
Local Authority Social Services	516	519	588	691
Internal - Community Mental Health Team (Child and Adolescent Mental Health)	378	539	700	725
Other Service or Agency	204	213	644	1820
Accident And Emergency Department	716	928	1253	1034
Education Service	1772	1908	2352	2131
GENERAL MEDICAL PRACTITIONER	3402	4014	4498	3938
Grand Total	8647	10181	12011	13282

Original request

Dear Sir or Madam,

Under the Freedom of Information Act, we would like to make a request regarding the waiting times for specialist multi-disciplinary (Tier 3)* community Child and Adolescent Mental Health Services (CAMHS).

Our request consists of five questions:

Wait to initial appointment

Question 1. What is your minimum, maximum and median waiting times in days from the date referral received to initial appointment with healthcare professional (this includes a CHOICE or triage appointment and/or telephone or video call assessments)?

Please provide data for the previous four full financial years (2017/2018, 2018/2019 and 2019/2020, 2020/2021).

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. This question could be responded to within the 18 hour time limit. If you would like a response to this question, please let us know.

Question 2. In the last two financial years (2019/2020, 2020/2021), what is your minimum, maximum and median waiting times in days from the date referral received to initial appointment with healthcare professional (this includes a CHOICE or triage appointment and/or telephone or video call assessments) broken down by primary reason for referral?

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. The clinical system used does not allow for primary reason to be searched separately. In order to collate this information, staff would have to review each referral received within the time period and ascertain the primary reason for referral.

Therefore, the Trust is unable to comply with this particular part of 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.

Wait to treatment

Question 3. What is your minimum, maximum and median waiting times in days from the date referral received to start of treatment? Please provide data for the previous four full financial years (2017/2018, 2018/2019, 2019/2020, and 2020/2021).

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. This question could be responded to within the 18 hour time limit. If you would like a response to this question, please let us know.

Chair: Mark Lam

Chief Executive: Paul Calaminus

We care

We respect

We are inclusive

Question 4. In the last two financial years (2019/2020, 2020/2021), what is your minimum, maximum and median waiting times in days from the date referral received to start of treatment broken down by primary reason for referral?

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. The clinical system used does not allow for primary reason to be searched separately. In order to collate this information, staff would have to review each referral received within the time period and ascertain the primary reason for referral.

Therefore, the Trust is unable to comply with this particular part of 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.

Referral routes

Question 5. How many referrals were received from each of the referral routes (listed in the Excel document) over the last four financial years (2017/2018, 2018/2019, 2019/2020, 2020/2021)? Please provide data as a number, rather than a percentage.

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. This question could be responded to within the 18 hour time limit. If you would like a response to this question, please let us know.