

**Information Governance**

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2 February 2023

**Our reference: FOI DA4531**

I am responding to your request for information received 9 January 2023. 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**



We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** Dear East London NHS Foundation Trust,

**Could you please provide the following data:**

**Question 1: How many referrals are made by the London Ambulance Service for patients who have urgent mental health needs in the following years: 2019, 2020, 2021 and 2022?**

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 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 them.*

East London NHS Foundation Trust does not record the information requested on our clinical systems and is therefore unable to provide a response.

**Question 2: How many of those patients were seen by a Mental Health Nurse within 24 hours?**

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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(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 them.*

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**Question 3: How many of those patients did not see a Mental Health Nurse at all after the attempted referral?**

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

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(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
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**Question 4: How many times were Ambulance Crews advised not to take patients into your care and instead advised to take them to A&E or keep them at home in the following years: 2019, 2020, 2021 and 2022?**



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**Question 5: How many Mental Health Nurses work in your respective boroughs?**

Answer: Please see table below:

<b>Directorate</b>	<b>Headcount</b>
Bedford	245
City & Hackney	180
Corporate	57
Forensic Services	178
Luton	137
Newham	168
Specialist Services	179
Tower Hamlets	248

Specialist Services is formed of different units from Bedford, City and Hackney, Luton, Newham and Tower Hamlets. It is not possible to split these by borough.



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