

**Information Governance**

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**Our reference: FOI DA4586**

I am responding to your request for information received 10 February 2023. 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)

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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:** I am writing to you under the Freedom of Information (FOI) Act 2000 to request information regarding the Trusts' measurement of its performance against the 'Access and Waiting Time Standard for Children and Young People with an Eating Disorder'.

**Question 1:** At what point – from the list below - does the Community Eating Disorder Service/s for Children and Young People and any other relevant mental health services provided by your Trust currently stop the 'waiting times clock' for children and young people with an eating disorder? If the Trust provides more than one relevant service, please list answers separately for each.

- Initial phone call to the patient and/or parents/guardians
- Parent/guardian psychoeducation group
- Onward referral to a non-NHS organisation
- Assessment appointment (in person or by video call)
- Second individual appointment for the patient (with or without family present) i.e. First full treatment appointment
- At another time, please specify.

**Answer:** Our Community Eating Disorder Service/s for Children and Young People is operating under the national guideline and monitored by the NHS England using the national guideline. Please see the link below for national guideline for stopping the 'waiting times clock':

<https://www.england.nhs.uk/mental-health/resources/access-waiting-time/>

**Question 2:** Does the Community Eating Disorder Service/s for Children and Young People and any other relevant mental health services provided by your Trust provide the assessment and first treatment session for children and young people with an eating disorder on the same date? If the Trust provides more than one relevant service, please list answers separately for each.

**Answer:** Depending on the complexity of the referral and available appointment slots.

**Question 3:** Please list the clinical interventions that the Trust currently uses as justifications to stop the 'waiting times clock' for children and young people with an eating disorder. If the Trust provides more than one relevant service, please list answers separately for each.

**Answer:** What stops the clock is an achieved direct contact on a referral, which could be face-to-face, telephone or video, which is not closed as 'inappropriate'. Third party contacts do not count.

Appointment is recorded on the clinical system as direct contact; direct contact is appointment with child / young person or family, this can be either face-to-face, via phone or video.

**Question 4:** Please disclose the median and mean gaps (in calendar days) between the appointment used to stop the 'waiting times clock' and the subsequent individual or single family (not group) treatment appointment for children and young people with an eating disorder. Please do this for each of the (tax) years listed below, based on the year in which the clock was stopped. If the Trust provides more than one relevant service, please list answers separately for each.

- 2019/20 (tax year)
- 2020/21 (tax year)



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- 2021/22 (tax year)
- 2022/23 (tax year – to date [please specify months covered])

Answer: Please see table below:

Financial year	Mean Treatment Waiting Time (in calendar days)	Median Treatment Waiting Time (in calendar days)
2019/20	39	14
2020/21	28	13
2021/22	39	19
2022/23	46	22

Waiting time from clock reset date to second appointment is used for treatment waiting time calculation.



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