

**Information Governance**

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27 February 2024

**Our reference: FOI DA5164**

I am responding to your request for information received 22 January 2024 and clarified on 25 January and 2 February 2024. 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,

Information Rights Coordinator

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.  
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**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1:** The number of referrals made to each of the below services/through each of the below pathways\* during 2015/16, 2022/23 and 2023/24 to date.

Please break these figures down by the number of referrals received, the number of referrals accepted and the number of referrals responded to with advice and guidance or support, with the recorded reason for declination. Please provide earliest figures from 2015/16 and reasoning if you do not have 2015/16 figures available.

\*Services/Pathways (split into adult/CYP where applicable)

**CAMHS**  
**Eating disorders**  
**Autism**  
**ADHD**  
**Crisis team**  
**Memory**  
**Gender**  
**Talking therapies/IAPTs**

**Question 1a:** The number of referrals received.

Answer: Please see table below:

Pathway	Referrals Received in 2015/2016	Referrals Received in 2022/2023	Referrals Received in 2023/2024
Adult ADHD	109	3692	3817
Adult Eating Disorder	54	414	628
Autism (Adult)	421	1566	1712
CAMHS (Children)	6257	15345	12548
CAMHS ADHD (Children)	6	242	164
CAMHS Eating Disorder (Children)	16	483	383
Crisis (Adult)	6549	17277	13942
Memory (Adult)	2270	3955	3944
Talking Therapies (IAPT) (Adult)	25631	48791	37697

**Question 1b:** The number of referrals accepted.

Answer: Please see table below:

Pathway	Referrals Accepted in 2015/2016	Referrals Accepted in 2022/2023	Referrals Accepted in 2023/2024
Adult ADHD	109	3666	3810
Adult Eating Disorder	52	324	547
Autism (Adult)	366	1260	1369
CAMHS (Children)	5174	14260	11651
CAMHS ADHD (Children)	6	242	164
CAMHS Eating Disorder (Children)	16	461	374



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Pathway	Referrals Accepted in 2015/2016	Referrals Accepted in 2022/2023	Referrals Accepted in 2023/2024
Crisis (Adult)	5485	15693	12718
Memory (Adult)	2238	3497	3513

The Trust has reviewed your question for information regarding Talking Therapy referrals accepted 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 as Talking Therapies services are open to both self-referrals and professional referrals and do not record categorisation of referrals into “accepted” or “declined”. The system records whether or not a service user attends a first appointment. The Trust is therefore unable to provide a response.

**Question 1c: The number of referrals responded to with advice and guidance or support, with the recorded reason for declination.**

Answer: Please see table below:

Financial Year	Pathway	Discharge Reason	Number Of Referrals
2015/2016	Adult Eating Disorder	Returned to Referrer (Inappropriate Referral)	1
2015/2016	Adult Eating Disorder	Inappropriate Referral	1
2015/2016	Autism (Adult)	Inappropriate Referral	52
2015/2016	Autism (Adult)	Returned to Referrer (Inappropriate Referral)	3
2015/2016	CAMHS (Children)	Inappropriate Referral	1083
2015/2016	Crisis (Adult)	Inappropriate Referral	1062
2015/2016	Crisis (Adult)	Returned to Referrer (Inappropriate Referral)	2
2015/2016	Memory (Adult)	Inappropriate Referral	32
2022/2023	Adult ADHD	Returned to Referrer (Inappropriate Referral)	6
2022/2023	Adult ADHD	Inappropriate Referral	20
2022/2023	Adult Eating Disorder	Returned to Referrer (Inappropriate Referral)	64



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Financial Year	Pathway	Discharge Reason	Number Of Referrals
2022/2023	Adult Eating Disorder	Inappropriate Referral	26
2022/2023	Autism (Adult)	Inappropriate Referral	306
2022/2023	CAMHS (Children)	Inappropriate Referral - Signpost to Tier 2/Community CAMHS	936
2022/2023	CAMHS (Children)	Inappropriate Referral - Signpost to Health Care Provider	17
2022/2023	CAMHS (Children)	Returned to Referrer (Inappropriate Referral)	132
2022/2023	CAMHS Eating Disorder (Children)	Returned to Referrer (Inappropriate Referral)	17
2022/2023	CAMHS Eating Disorder (Children)	Inappropriate Referral - Signpost to Health Care Provider	1
2022/2023	CAMHS Eating Disorder (Children)	Inappropriate Referral - Signpost to Tier 2/Community CAMHS	4
2022/2023	Crisis (Adult)	Inappropriate Referral - Signpost to Tier 2/Community CAMHS	12
2022/2023	Crisis (Adult)	Inappropriate Referral	1511
2022/2023	Crisis (Adult)	Inappropriate Referral - Signpost to Health Care Provider	6
2022/2023	Crisis (Adult)	Returned to Referrer (Inappropriate Referral)	55
2022/2023	Memory (Adult)	Inappropriate Referral	458
2023/2024	Adult ADHD	Inappropriate Referral	6
2023/2024	Adult ADHD	Returned to Referrer (Inappropriate Referral)	1
2023/2024	Adult Eating Disorder	Returned to Referrer (Inappropriate Referral)	35
2023/2024	Adult Eating Disorder	Inappropriate Referral	46
2023/2024	Autism (Adult)	Inappropriate Referral	343
2023/2024	CAMHS (Children)	Inappropriate Referral - Signpost to Tier 2/Community CAMHS	822
2023/2024	CAMHS (Children)	Inappropriate Referral - Signpost to Health Care Provider	5



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Financial Year	Pathway	Discharge Reason	Number Of Referrals
2023/2024	CAMHS (Children)	Returned to Referrer (Inappropriate Referral)	70
2023/2024	CAMHS Eating Disorder (Children)	Returned to Referrer (Inappropriate Referral)	8
2023/2024	CAMHS Eating Disorder (Children)	Inappropriate Referral - Signpost to Tier 2/Community CAMHS	1
2023/2024	Crisis (Adult)	Inappropriate Referral - Signpost to Tier 2/Community CAMHS	1
2023/2024	Crisis (Adult)	Inappropriate Referral - Signpost to Health Care Provider	8
2023/2024	Crisis (Adult)	Returned to Referrer (Inappropriate Referral)	30
2023/2024	Crisis (Adult)	Inappropriate Referral	1185
2023/2024	Memory (Adult)	Inappropriate Referral	431

The Trust has reviewed your question for information regarding Talking Therapy referrals declined 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. Clinical conversation at assessment includes the service user's psychological and wider psychosocial needs. Coding of outcomes is configured to track subsequent clinical pathway placement. It is not possible to provide data regarding advice, guidance, etc. without going through case notes individually.

Talking Therapies services are open to self-referral and professional referral and do not record categorisation of referrals into "accepted" or "declined". The system records outcomes for whether or not a service user attends a first appointment.

The Trust is therefore unable to provide a response.

**Question 2: Details of any policy change regarding altered thresholds for referrals, altered access to pathways or triage systems and documentation outlining the change (and reasoning of the change if available) as regards referrals to each of the below services/pathways.**

**CAMHS  
Eating disorders  
Autism  
ADHD  
Crisis team  
Memory**



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**Gender  
Talking therapies/IAPTs**

**Clarification: For the policy change section, that would be for any time between the end of the first year of data we've asked for (2015/16) up to now.**

Answer: Please see table below:

Service Name	Details of Policy changes
Eating Disorder (Adult)	<p>For East London wide service:</p> <ul style="list-style-type: none"> <li>• Background to the New Community Eating Disorder Service that was launched August 2022.</li> <li>• Services and stakeholders who support residents with Eating Disorders.</li> <li>• The classification of Eating Disorders and the service criteria.</li> <li>• Inclusion of Ann's Specialist Eating Disorders Service</li> <li>• Reference to the new ELFT Community Eating Disorder Service.</li> <li>• Details of involvement of the Neighbourhood Mental Health Teams' (NMHT) Disordered Eating Support.</li> <li>• Involvement of IAPT/Talking Therapies services in Newham, Tower Hamlets, and City &amp; Hackney.</li> </ul> <p>For the Bedfordshire and Luton Eating Disorders service, the main change would have been in response to the pandemic and then in response to more joined-up working with Caraline with the stepped care model and in line with Mental Health Transformation.</p>
Autism (Adult)	<p>For Bedfordshire and Luton Autism Service:</p> <ul style="list-style-type: none"> <li>• Reintroduction of Stage 1 (Initial/Triage assessment) 2023.</li> <li>• Revision to service eligibility criteria has been to accept referrals from 17+ years (reduced from 18).</li> <li>• Service referral form was updated August 2023 to make service criteria &amp; scope of information required clear.</li> <li>• Service changed name from Adult Autism Service to Adult Autism Diagnostic Service – to reflect that it is a diagnostic service.</li> <li>• Developed a screening tool in conjunction with CMHTs to help them determine with complex cases.</li> <li>• In keeping with above, referral screening has become more robust to ensure sufficient indicative potential ASD traits indicated, so higher proportion of referrals declined than previously.</li> </ul>
ADHD (Adult)	<p>For East London-wide ADHD Service:</p> <p>No change to thresholds, new 2-part referral form introduced 2022.</p>



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Service Name	Details of Policy changes
	<p>For Bedford and Central Bedfordshire:</p> <p>All referrals sent to Maudsley Hospital in London. Contract with the CCG agreed for Bedfordshire (Bedford and Central Beds).</p> <p>2018: Adult ADHD Team started – with input from part-time Psychiatrist and Admin.</p> <p>2019: Psychiatrist input at weekends (Saturday Clinic) along with Nurse and Admin- At cost pressure – this carried on until January 2021. No more referrals were sent to Maudsley Hospital.</p> <p>2021 ADHD referrals sent directly to CMHT's in Bedford and Central Bedfordshire ADHD team (worked through the waiting list that had developed prior to referrals going to the CMHT. On closure of ADHD service waiting lists ADHD resource wrapped around CMHT's</p> <p>2023 ADHD pathways developed. Process flow chart developed for ADHD team work with CMHT's.</p>
Crisis Team (Adult)	<p>For Bedford and Central Bedfordshire:</p> <p>The referral pathway has been expanded to include referrals via NHS 111 MH option, and self-referrals.</p>
Memory (Adult)	<p>For the Newham Memory Service, there was an introduction of a new practice to dealing with referrals.</p> <p>For Bedfordshire and Luton Memory Assessment Service, the service became an independent team and the inclusion criteria was updated.</p>
Gender Dysphoria (Adult)	Not applicable.

There have been no policy changes for Talking Therapies/IAPT or CAMHS services.



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