



East London
NHS Foundation Trust
Information Governance
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28 May 2025

Our reference: FOI DA6028

I am responding to your request for information received 29 April 2025. 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

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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 Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Longest wait times for therapy services. Please provide the longest recorded wait times for local NHS Talking Therapies in 2024.

Answer: During the 2024 calendar year the longest individual wait from referral to first attended appointment was 230 days, however this was a significant outlier involving specific patient availability issues.

Fewer than 0.06% of patients wait more than 90 days for their first completed appointment, and the majority of these cases are where one or more appointments have been cancelled or not attended.

The average wait time currently is around three weeks.

Question 2: Percentage of patients waiting more than 90 days for their first completed appointment. (NHS Talking Therapies in 2024)

Answer: 0.1 % of patients are currently waiting more than 90 days for their first completed appointment in Talking Therapies.

Question 3: Repeat referrals within 12 months of discharge. Please provide the number of patients who were discharged from local NHS Talking Therapies but required a repeat referral within 12 months in 2024.

Answer: During the 2024 calendar year, the services received 8,934 referrals for individuals with one or more previous referral which ended within the previous 365 days.

Please note: It is important to be aware that all of our Talking Therapies services are open to self-referrals, with more than 80% of total referrals being self-referral. Some of these will be for people who could not be contacted at the first attempt; who did not attend their initial appointment; or who declined treatment following initial assessment. Others will be for individuals with more than one common mental health problem, as treatment protocols recommend focusing on one primary condition at a time with a break of at least three months before commencing therapy for a different condition.

Question 4: Total referrals for local NHS Talking Therapies in the 2024 calendar year.

Answer: 39,895 referrals.



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