



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

4 September 2025

Our reference: FOI DA6207

I am responding to your request for information received 13 August 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

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 Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I am writing to you under the Freedom of Information Act 2000 to request the following information regarding the newly launched Barnsley Street Neighbourhood Mental Health Centre.

Please could the you confirm:

Question 1: From the mental health centre's opening until the date of your reply, how many patients have presented to the centre

Answer: There was a graduated opening of the centre and team functions between April and July, the overall number of new referrals received in this time was 381 from 1 April and 25 August 2025. Please note that some of the walk-ins were not open and therefore would not be accounted for in these numbers.

Question 2: From the mental health centre's opening until the date of your reply, how many patients have been treated at the centre

Answer: There have been 2,231 patient contacts from 551 different service users between 1 May and 25 August 2025. This figure exceeds new referrals as some patients were transferred to the service having been referred before the opening date.

Question 3: From the mental health centre's opening until the date of your reply, how many patients have been turned away for any reason.

Answer: No individual patients are turned away, if it is required then patients are transferred to the relevant services across the borough. The pilot of course can only serve a certain patch (PCN1), as it is a discrete pilot trialling a model with limited funding from NHSE. There are many benefits to trialling a new model in this way before expanding an offer.

People who walk in who are not from PCN1 are still welcomed and then signposted on as needed to our local services here.

We also have a homeless person's GP surgery in the area linked to an NMHT (this is not the pilot), so patients without a registered address can access GP care and Mental health care that they need in the borough.

<https://www.healthe1practice.nhs.uk/>

In terms of patients discharged from the service for not having been booked an appointment between 1 May and 25 August 2025, this is 102 patients.

Question 4: From the mental health centre's opening until the date of your reply, how many patients have been turned away due to not being registered with any of the five local GP practises that patients must be to access care (Bethnal Green Health Centre, The Mission Practice, Sutton's Wharf Health Centre, Strouts Place Medical Centre, XX Place Health Centre).

Answer: The Trust has reviewed question 4 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 and is therefore unable to provide a response.



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