



East London

NHS Foundation Trust

Information Governance

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9 October 2025

Our reference: FOI DA6218

I am responding to your request for information received 22 August 2025 and clarified on 22 September. 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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'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I am writing to make a request for information under the Freedom of Information Act 2000. I would be grateful if you could provide the following details in relation to your Crisis Team / Crisis Resolution and Home Treatment Service:

I would prefer the data to cover the most recent 12-month period available. If this request is too broad, please provide the information you hold in the format that is most accessible.

Clarification: Crisis Team / Crisis Resolution and Home Treatment Service for all questions please .

Question 1: The average number of patients seen daily by the Crisis Team.

Answer: An average of 179.50 patients have been seen daily over the past twelve months across the Trust's Crisis and Home Treatment Services.

Question 2: Whether there is a cap or maximum number of patients that can be taken on or seen by the service each day.

Answer: The Trust does not have a patient cap for Crisis services.

Question 3: Whether all patients are seen face-to-face, and if not, what proportion are seen via telephone or video consultation.

Answer: Please see table below:

Period	Number of patients seen Face-to-face	Number of patients seen via Tel/Video
August 2024	509	52
September 2025	129	9

Question 4: Out of the patients seen daily, how many are conveyed to hospital (on average or broken down by day, if available).

Answer: Over the last twelve months, an average of 21.36 patients per day across the Trust have been conveyed by Crisis and Home Treatment services to a hospital.



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