



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 46642 under the Freedom of Information Act 2000 regarding: -

Deferred/Cancelled CMHT Appointments
Percentage of CMHT Nurse Absence due to Work Related Stress

Your request is set out below:

How many mental health community nursing appointments have been cancelled or deferred in the last 12 calendar months and what were the reasons for these?

	Number of Cancellations
Cancelled by Trust	12646
Cancelled by Client	7602
Total	20248

The appointments cancelled by the Trust will appear high however these also include where clinics are scheduled a long way in advance and then changed for example due to annual leave or sickness absence and will also include the recent Dr's strikes.

The information requested into reason for appointments being cancelled is not held centrally and is contained within the individual clinical records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

What percentage of mental health community nursing staff have had absence due to work-related stress in the last 12 months?

3%

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department