

Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 43457 under the Freedom of Information Act 2000 regarding: -

Average Waiting Times

Your request is set out below:

- I would like to know the average wait time for mental health services for; 2024 so far, 2023, 2022, 2021 and 2020.

	2020	2021	2022	2023	2024
CMHSOP	46 days	35 days	41 days	72 days	73 days
CMHT	20 days	20 days	20 days	20 days	21 days

The waits reported are against local definitions in the absence of national guidance and therefore not comparable to other organisations. The waits presented are for an assessment which is defined as the first appointment of 30 minutes. These include any delays due to patient preference or non-attendance.

(CMHSOP is Community Mental Health Service Older People and CMHT is Community Mental Health Team)

- I would like to know currently what is the longest someone has been waiting to access mental health services, and what was their condition/reason for being the waiting list.

The longest wait for a patient to be seen by our Community Mental Health Team is 455 days, however, that patient was offered 2 appointments but did not attend on either occasion. The longest a patient has been waiting without being offered an appointment is 262 days.

The longest wait for a patient to be seen by our Community Mental Health Service for Older People team is 898 days, however, that patient was offered an appointment but did not attend. The longest a patient has been waiting without being offered an appointment is 763 days.

- I would like to know how many people in the last year - April 2024 to April 2023 - rejected the offer of your services after being on the waiting list.

All information requested is not routinely collected outside normal record keeping of a clinical record. The requested information is not held centrally and is contained within the individual clinical records and archive systems 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.

- I would like to know how many people have died in the last year - April 2024 to April 2023 - whilst being on your waiting list.

All information requested is not routinely collected outside normal record keeping of a clinical record. The requested information is not held centrally and is contained within the individual clinical records and archive systems 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.

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.

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