



Ref: FOIA Reference 2018/19-029

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 17th April 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 13th April 2018 requesting information under the Freedom of Information Act (2000) regarding CAHMS.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 What was the average waiting time for patients referred to the Child and Mental Health Services at your Trust during the financial year 2017-2018, and what was their age and gender?

A1 Information not held due to the Trust not operating a CAMHS service. Mental health services are managed by North Staffordshire Combined Healthcare NHS Trust and by South Staffordshire and Shropshire NHS Foundation Trust. If you wish to redirect your request to the Trusts you can do so by post or email as below:

communications@northstaffs.nhs.uk

enquiries@sssft.nhs.uk

North Staffordshire Combined Healthcare
Trust Headquarters
Lawton House
Bellringer Road
Trentham
ST4 8HH

NHS Trust Trust Head Quarters
St George's Hospital
Corporation Street
Stafford
ST16 3SR

Q2 What was the average waiting time for patients referred to the Child and Mental Health Services at your Trust during the financial year 2016-2017, and what was their age and gender?

A2 As answer 1.

Q3 What was the average waiting time for patients referred to the Child and Mental Health Services at your Trust during the financial year 2015-2016, and what was their age and gender?

A3 As answer 1.

- Q4** What was the longest waiting time for a patient referred to the Child and Mental Health Services at your Trust during the financial year 2017-2018, and what was their age and gender?
- A4 As answer 1.
- Q5** What was the longest waiting time for a patient referred to the Child and Mental Health Services at your Trust during the financial year 2016-2017, and what was their age and gender?
- A5 As answer 1.
- Q6** What was the longest waiting time for a patient referred to the Child and Mental Health Services at your Trust during the financial year 2015-2016, and what was their age and gender?
- A6 As answer 1.
- Q7** How often did limited capacity mean your Trust had to decline access to services for patients referred to the Child and Mental Health Services during the financial year 2017-2018?
- A7 As answer 1.
- Q8** How often did limited capacity mean your Trust had to decline access to services for patients referred to the Child and Mental Health Services during the financial year 2016-2017?
- A8 As answer 1.
- Q9** How often did limited capacity mean your Trust had to decline access to services for patients referred to the Child and Mental Health Services during the financial year 2015-2016?
- A9 As answer 1.
- Q10** What's the furthest distance a patient has had to travel from your Trust to find adequate, available care from the Child and Mental Health Services during the financial year 2017- 2018, having been turned away due to a lack of resources, and what was their age and gender?
- A10 As answer 1.
- Q11** What's the furthest distance a patient has had to travel from your Trust to find adequate, available care from the Child and Mental Health Services during the financial year 2016-2017, having been turned away due to a lack of resources, and what was their age and gender?
- A11 As answer 1.

- Q12** What's the furthest distance a patient has had to travel from your trust to find adequate, available care from the Child and Mental Health Services during the financial year 2015-2016, having been turned away due to a lack of resources, and what was their age and gender?
- A12 As answer 1.
- Q13** What age was the youngest patient dealt with by the Child and Mental Health Services at your Trust during the financial year 2017-2018?
- A13 As answer 1.
- Q14** What age was the youngest patient dealt with by the Child and Mental Health Services at your Trust during the financial year 2016-2017?
- A14 As answer 1.
- Q15** What age was the youngest patient dealt with by the Child and Mental Health Services at your Trust during the financial year 2015-2016?
- A15 As answer 1.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Mojgan Casillas
Interim Information Governance Manager

Dear Sir / Madam,

In an effort to improve the service provided by the University Hospital of North Midlands UHNM Trust, we would like to hear about your experiences of the service provided by the Freedom of Information request team. This information will be used to monitor the quality of our responses to Freedom of Information requests and improve this in the future.

Please could you fill out our Freedom of Information Satisfaction Survey and let us know about your experience. Any information you provide will be anonymous, however, if you are not happy with the service we provided and wish us to review your case please add your Freedom of Information request reference number and email address at the end of the survey for us to respond.

1) How well did the response answer your request?

Fully Mostly Partly Not at all

2) Did you receive your requested information within 20 working days?

Yes No

3) What was the overall quality of service provided?

Very good Good Satisfactory Poor

4) Is there anything we could do to improve the service provided in the future?

Thank you for your help.

Information Governance Team

Please reply to foi@uhnm.nhs.uk