

Our Ref: LW/lmw/FOI.332.23
Date: 8th November 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
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Trentham
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Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 16th October 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Mental health service contacts

1) Contacts by consultation medium for adults

- a) Please provide the total number of contacts you have had with adults accessing help for their mental health, in the community and in A & E, broken down by the consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for adults".

Please see Appendix 1 attached.

2) Contacts by consultation medium for children (under 18)

- a) Please provide the total number of contacts you have had with children accessing help for their mental health in the community and in A & E broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for children".

Please see Appendix 1 attached.

3) IAPT contacts by consultation medium for adults

- a) Please provide the number of contacts you have had with adults accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for adults".

Talking Therapies services are outsourced and provided by Midlands Partnership University NHS Foundation Trust (MPFT) <https://www.mpft.nhs.uk/>

4) IAPT contacts by consultation medium for children (under 18)

- a) Please provide the number of contacts you have had with children (aged under 18) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for children".

Talking Therapies services are outsourced and provided by Midlands Partnership University NHS Foundation Trust (MPFT) <https://www.mpft.nhs.uk/>

5) Depot Injections given between Jan 2020 and June 2022

- a) Please provide the number of depot injections given to patients broken down by location. Please provide a monthly breakdown between March 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "Depot injections given".

6) Alternative arrangements

- a) If a patient could not access a remote appointment, what was the Trust's offer to access care?
- b) If home visits or depot clinic were withdrawn for people needing depot injections, what were the alternative arrangements?

The Trust does not record the data requested in an easily accessible format and therefore it would require a manual trawl of records. We believe that the cost of collating the information to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.

Management of Covid in Psychiatric Wards between March 2020 and June 2022

- c) Did you shut any services in whole or in part or stop taking patients into a service or on a waiting list during lockdown. If yes, could you explain the reason that decision was taken.

The only service closed during COVID was Dragon Square short breaks (Children's LD respite service). Some services were offered differently during lockdown.

7) Visits to wards

- a) Did you change your policy to restrict visits from friends and family to patients on the wards during this time (Between March 2020 and June 2022)?

Yes, the Trust did have a number of visiting protocols in use during March-June in line with national guidance.



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Chief Executive: Dr Buki Adeyemo
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- b) Did any policies or rules for visits vary for different age groups and groups of patients?

Visiting was generic. There were some amendments in particular to patients at end of life.

- c) If visits were restricted, did you put on additional methods for patients to keep in touch with friends and family such as extra phones for the wards or setting up video calls?

iPads were provided to inpatient wards to support video calls between service users and their families and carers.

- d) If yes, what date(s) did you provide extra facilities?

August 2020

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Laurie Wrench
Deputy Director of Governance

Contacts by Medium Adults		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Face to Face	Total	6068	5754	5506	5742	6991	7221	7321	7790	7606	7127	8383	7186	7944	6631	7046	7443	8667	7526	8383	8235
Telephone	Total	10014	9309	9896	9056	9887	8714	8281	8566	8124	8280	8512	7652	8488	7735	7767	6837	6994	6365	6560	6096
Telemedicine Web Camera	Total	1037	884	1181	1081	1396	1252	1304	1409	1367	1276	1241	1240	1239	1026	1179	1102	1170	1007	1108	1009
Talk Type	Total	132	151	274	99	143	103	121	173	143	197	127	128	135	107	118	137	143	120	107	63
Email	Total	627	494	630	601	630	634	659	644	662	629	634	584	704	583	788	824	690	589	623	575
Text	Total	175	162	144	121	136	119	175	148	161	129	165	206	194	179	200	140	141	152	172	168
Other	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Missing	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Contacts	Total	18053	16754	17631	16700	19183	18043	17861	18730	18063	17638	19062	16996	18704	16261	17098	16484	17805	15759	16953	16146

Contacts by Medium Children		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Face to Face	Total	1179	918	674	726	1015	1045	1374	1517	1239	1055	1400	1371	1798	1326	1474	1523	2106	1392	1878	1801
Telephone	Total	1788	1461	1813	1459	1744	1526	1526	1689	1635	1213	1357	1365	1705	1178	1524	1494	1625	1189	1430	1263
Telemedicine Web Camera	Total	793	648	968	850	925	629	598	528	579	449	529	458	520	370	454	358	420	284	388	306
Talk Type	Total	16	16	17	18	22	15	17	22	139	132	208	146	120	153	84	7	18	16	11	14
Email	Total	567	526	583	625	833	522	548	465	400	161	358	414	597	495	361	369	266	184	218	167
Text	Total	37	15	29	25	25	27	20	20	29	22	11	16	26	43	49	27	26	29	19	27
Other	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Missing	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Contacts	Total	4380	3584	4084	3703	4564	3764	4083	4241	4021	3032	3863	3770	4766	3565	3946	3778	4461	3094	3944	3578