

Our Ref: NG/RM/25245
Date: 16th July 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 9th July 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Please could you provide the following performance data for the IAPT/NHS Talking Therapies service covering following years:
2021 to 2024 inclusive and 2025 YTD, broken down annually and monthly as appropriate.

1. Average waiting time for patients from referral to assessment appointment in weeks.
2. Average waiting time for patients after the assessment appointment to the start of treatment in weeks.
3. Total number of patients on waiting list by month
4. The reliable recovery rate % by month.
5. How many total patients are in contact with the service (Referrals, Assessment, Treatment etc)?
6. Names of the providers operating the IAPT/ NHS Talking Therapies Counselling services for Depression and Anxiety during the periods requested.
7. Any contract warnings or breach notices issued to the provider due to performance failures/ failure to meet KPIs.
8. How many FTE Staff are employed in the Talking Therapies service?
9. How many Vacant FTE roles are there within the Talking Therapies Service?
10. Number of referrals received each month.

North Staffordshire Combined Healthcare NHS Trust is unable to provide a response to the above request, as our local NHS Talking Therapies data is held by Midlands Partnership University NHS Foundation Trust (MPFT).

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



Nicola Griffiths
Deputy Director of Governance