



10 July 2018

Information Rights & Compliance Team
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AL3 5TL

Tel: 01727 804954
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Our Ref: FOI 2904

Thank you for your request concerning Single Point of Access.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. NHS Trust:

Hertfordshire Partnership University NHS Foundation Trust

2. Does your Trust provide telephone-based mental health assessments? (including triage):

Yes- this is triage upon referral. Initial triages are carried out over the telephone. *Please note Triages are not full assessments.

3. If yes, does your service include assessments where the patient may be directly referred to:

Primary care mental health services: Yes (Improving Access to Psychological Therapies only)
Secondary care mental health services: Yes
Crisis teams: Yes
Other services such as Drug and Alcohol: Yes

4. Does your Trust provide consultations with patients via (not including communication for basic information):

Email and/or instant messaging: No
Skype or other live video streaming: No
Other:.....

5. Which services in your Trust offer alternatives to face to face mental health assessments?

Please list: N/A

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

