



1 March 2019

Information Rights & Compliance Team
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Our Ref: FOI 3112

Thank you for your request concerning our crisis helpline.

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

1. **Do you have a crisis/intensive mental health telephone helpline(s)? (this is a line run by the Trust, for patients to call if they are in a mental health crisis, to access help and support) – Please include details for all lines your Trust operates if there is more than one.**

- We run a Mental Health Helpline which is an advice and guidance line.
- Our Single Point of Access also runs a line for new referrals and updates/support.

If yes,

2. **What hours is the crisis helpline in operation?**

The line is for advice and guidance (not blue light). This line operates from 5pm-7am Monday to Friday and 24 hours on Saturday and Sunday.

3. **Are patients able to call the helpline(s) directly?**

Yes

4. **How much does the mental health crisis helpline cost to run per year?**

It is not possible to provide this breakdown because the cost because the Mental health Crisis helpline is not budgeted for separately. It is part of the SPA services as a whole.

5. **What are the staffing costs for the helpline per year?**

Please see the answer to question 4. It is not possible to provide this breakdown.

6. **What size is the population that your helpline covers?**

The whole of Hertfordshire

7. **How many calls does your helpline receive each year?**

Approximately 22,700

8. **Which members of staff operate the phone line (please include staffing levels and staff qualifications to cover all times for which the helpline operates, including details of whether this differs at different times of day/on weekends/on public holidays – e.g. from 9 to 5 on weekdays, two registered nurses and an unregistered member of staff run the helpline. At evenings, weekends and on bank holidays, one registered nurse and one unregistered member of staff run the helpline).**

At all times the Mental Help Helpline is staffed by a Clinical Mental Health Nurse. There are no unregistered staff working on the Helpline.

9. **If staff who are not registered as nurses or doctors ever work on the helpline, have they received any risk assessment training for this role? If so, please include details of any such training that they have received.**

Not applicable, please see the answer to question 8.

10. **Do patient's GP's receive an update if their patient calls your crisis/intensive helpline? If so, what level of information do they receive? (e.g. are they informed a call has been made, are they given details about the content of the call)**

This would depend on the nature of the call.

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](#).

