

29 April 2021

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Our Ref: FOI/03853

Thank you for your request concerning the delivery of services during Covid 19.

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

We are asking all Mental Health Trusts about changes to the delivery of their mental health services over the last year to inform Mind's understanding of how services have adapted during the pandemic.

I would be grateful if you could provide me with information on the following:

1. Contacts by consultation medium

a) All Contacts

- i) The total number of contacts you have had with adults (18s and over) accessing help for their mental health broken down by consultation medium in September, October and November 2019 and September, October and November 2020:**
- ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.**

Please see attached spreadsheet.

b) Improving Access to Psychological Therapies (IAPT) services

- i) The number of contacts you have had with adults (18s and over) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium in September, October and November 2019 and September, October and November 2020:**
- ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.**

Please see attached spreadsheet.

c) Community Mental Health Teams

- i) The number of contacts you have had with adults (18s and over) supported by Community Mental Health Teams broken down by consultation medium in September, October and November 2019 and September, October and November 2020:**
- ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.**

Please see attached spreadsheet.

2. Assessment of digital / remote delivery of services

- a. Following the increase in remote provision of services, has the Trust undertaken a formal evaluation of the remote delivery of services, including outcomes and patient satisfaction?**

Yes

- b. How have you ensured plans to deliver services remotely have been co-produced with people who use the services?**

Delivery of services remotely through the Covid-19 pandemic was rapidly implemented but subject to on-going evaluation which is inclusive of the people who use our services. Service transformation programmes in the Trust which incorporate remote care are routinely co-produced as described in our Quality Strategy 2019-2024.

3. Plans for 2021

- a. Are you planning to deliver a higher, lower or similar proportion of digital / remote services in 2021 compared with 2020?**

We do not hold this information¹. We are unable to predict or set a target for the coming year.

- b. Please give further detail.**

Remote care / remote consultation was included in the Digital Strategy.

¹ Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

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](#).

