

13 October 2021

Information Rights & Compliance Team
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Our Ref: FOI/03768

Thank you for your request concerning CAMHS Duty Clinical Provision.

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

If your NHS Trust is currently commissioned to provide outpatient/community Specialist (Tier 2, 3 or 4) Child & Adolescent Mental Health Services, I wish to know:

1. Do you provide a same-day response during working hours* for urgent concerns from service users, parents/carers and professionals?

Yes.

a. If yes, how many contacts have been received of this type each month over the period April 2017-April 2019, broken down by month?

We are unable to provide you with the monthly breakdown of this specific type of contact for the specified period.

This is because calls of this nature would be via our C-CATT for Crisis Team or our Crisis help line and neither of these are a reportable category on our reporting system.

b. What proportion of your overall clinical contacts for your CAMHS service does (1.a) represent over the same time period?

Please see attached spreadsheet for the total number of contracts to our CAMHS service between April 2017 and April 2019.

2. Do you provide same-day, out-of-hours* response to service users, parents/carers and professionals?

Yes.

a. If yes, how many contacts have been received of this type each month over the period April 2017 – April 2019, broken down by month?

Please see the answer to question 1a.

b. What proportion of your overall clinical contacts for your CAMHS service does (2.a) represent over the same time period?

Please see the answer to question 1b.



3. **By what team(s) is this response provided?**
E.g. by Single Point of Access Service, Intensive Home Treatment Team, 'generic' Specialist CAMHS Team, Paediatric Psychiatric Liaison Service, Crisis Team?

Responses would be via our C-CATT for Crisis Response Team or the helpline.

4. **From what professional backgrounds are the staff providing this cover?**
E.g. Nursing, Nursing and Allied Health Professionals, Social Workers, Psychologists, or all within the Multi-Disciplinary Team?

All professionals within the Multi-Disciplinary Team.

5. **What do you provide within this cover?**
E.g. telephone support/review only, same-day face to face response, day hospital/day assessment, place of safety/review within paediatric inpatient setting, review within Accident & Emergency Department.

We provide all of the above.

- a) **Is it whole or part-day only?**

24/7

- b) **Is there a time cut-off beyond which calls/queries are not responded to?**

No, please see the answer to question 5a.

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](#).

