

8 April 2024

Information Rights & Compliance Team
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Our Ref: FOI/05103

Thank you for your request concerning daily calls to Helpline.

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

I would like to know the number of daily calls made to the NHS urgent mental health helpline at your Trust since the helpline was established in May 2020.

Please see attached spreadsheet as request.

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](#).

