



**University Hospitals
of North Midlands**
NHS Trust

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2022/23-411

Date: 7th November 2022

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 19th October 2022 and 24th October 2022 requesting information under the Freedom of Information Act (2000) regarding mental health long waits.

On the same day you emailed the following:
'Following a couple of requests for clarification please note this request refers to mental health patients who attend emergency departments/A&E. This is for acute trusts not mental health trusts'

UHNM has received several requests that are asking for similar information that we believe are from the same person/company, therefore we are contacting you to inform you that under section 12 of the FOI Act we were aggregating these requests on Mental health long waits and Mental health long waits

Your new reference number is 411-2223

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign.

On 25th October 2022 [REDACTED] contacted us via email with the following:
*'Please consider this FOI request revoked.
You will have received a similar one from [REDACTED]. Please respond to that instead.'*

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Request #1- Withdrawn Request #2

This e-mail is intended for acute hospital Trusts.
Under the Freedom of Information Act I wish to request the following information.



Q1 For each of the financial years from 2016-17 to 2021-22 and for 2022-23 to the latest completed month (likely end of October 2022), please outline how many mental health patients* have had waits in emergency departments, from decision to admit to admission, discharge, or transfer of a) between 12 and 24 hours b) 24 to 48 hours c) 48 to 72 hours d) 72 hours or more?

A1 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in individual health records. In order to confirm whether this information is held we would therefore have to individually access all individual health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual health records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just questions that we are able to comply within the 18 hour time frame.

Q2 For each financial year, please provide the length of wait for all occurrences of individual waits lasting 72 hours or more.

A2 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in individual health records. In order to confirm whether this information is held we would therefore have to individually access all individual health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual health records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just questions that we are able to comply within the 18 hour time frame.

Q3 Please provide a list of occasions (with patient identifying details redacted) where the Trust has contacted a partnering mental health Trust, CCG, ICS, NHS England or other statutory body to notify that there were no mental health beds available within a) the ICS area b) the NHS region c) England, Scotland or Wales.

A3 UHNM is not a mental Health Trust; therefore this question is not applicable

Q4 As per the national Core 24 target, does your Trust have an emergency mental health liaison team/liaison psychiatry team available to patients attending emergency departments?*

A4 Yes

Q5 If yes, please provide a breakdown of staff employed in these roles by role, band and whether they are full-time equivalent or other. **

A5 See below:

CORE 24 service at Royal Stoke Site

Consultant Psychiatrists x1 1.0 WTE, x1 0.60 WTE and x1 0.50 WTE
B8b- Clinical Psychologist 0.8 WTE- Current recruitment
B7- Operational manager 1.0 WTE
B7- Clinical Lead 1.0 WTE
B6- x19 WTE Registered mental health nurses
B6- x1 WTE Occupational Therapist
B4 x 2 WTE Admin
B2 x1 WTE A&C

Enhanced 24 service at County Hospital Site

B8c- Nurse Consultant, 1.0 WTE
B7- Operational Manager 1.0 WTE
B7- Clinical Quality Lead 1.0 WTE
B7- Clinical Quality Lead for Older Adults 1.0 WTE
B6- x12 WTE Registered Mental Health Nurses
B6- x1 0.6 WTE Registered Mental Health Nurses
B6- x1 0.6 WTE Occupational Therapist
B4- x1 0.6 WTE Admin
B3- x1 Health Care Support Worker 1.0 WTE
B3- x1 Admin 0.3 WTE

Q6 If yes, please provide details as regards the hours the team are available to patients and typical staffing levels during those hours.**

A6 See below:

RSUH- Liaison team is a 24/7 service. Usual staffing is Early shift 4 practitioners, Late shift 4 Practitioners, Night shift 2 Practitioners.
B7s and consultants work core hour's Mon-Fri 9-5
B6 OT works core hours

County- Liaison team is 7 days a week between 8am-2am.
B8 and B7s work core hours Mon-Fri between 8am-5pm.
Usual shift pattern Psychiatric Liaison team is Early shift x1 RMN, Long Day- x1 RMN, Early Twilight x1 RMN and Mid Twilight x1.
Usual shift Pattern for Dementia Liaison team is x3 Nurses and x 0.6 OT work core hours Mon-Fri 9-5.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer