



**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 2024/25-078

Date: 22nd October 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 30th April 2024 requesting information under the Freedom of Information Act (2000) regarding mental health complaints.

Q1 Please provide the number of patients who attended A&E primarily with mental health complaints (i.e. anxiety, depression, other mental health concerns) for each month in 2022 and 2023, and January, February and March 2024.

If possible, please indicate how many of these patients were adults (18 or over) or children (under 18).

A1 We do not have a flag to identify “mental health complaints” therefore we have used the following complaints to complete this FOI: -

Anxiety, Bizarre behaviour, Depressive, Drug / alcohol intoxication or withdrawal, Hallucinations, Physical aggression, Self-harm, Self-injurious behaviour, Substance misuse & Suicidal thoughts

	0-17	18+
Year/Month		
2022	624	4100
January	49	302
February	59	293
March	59	326
April	48	351
May	70	367
June	61	384
July	43	377
August	31	399
September	44	347



	0-17	18+
Year/Month		
October	58	354
November	62	327
December	40	273
2023	582	4826
January	66	360
February	49	390
March	56	444
April	33	416
May	61	444
June	48	431
July	43	438
August	32	416
September	50	404
October	42	360
November	46	361
December	56	362
2024	154	1033
January	46	357
February	49	320
March	59	356

Q2 Of these patients, please provide the number who spent under 12 hours in A&E in total, between 12 and 24 hours in total, between 24 and 48 hours in total, between 48 and 72 hours in total, between 72 and 96 hours in total, and the number who spent longer than 96 hours in A&E.

A2

Year/Month	0-11	12-24	24-48	49-72	73-92	93+
2022	3770	800	146	7	1	
January	271	64	16			
February	271	73	8			
March	310	63	12			
April	325	60	13	1		
May	354	74	9			
June	360	76	9			
July	337	74	9			
August	360	59	11			
September	304	69	17	1		
October	319	75	16	2		
November	320	54	13	1	1	

Year/Month	0-11	12-24	24-48	49-72	73-92	93+
December	239	59	13	2		
2023	4367	823	204	12	1	1
January	338	70	17	1		
February	364	56	16	2	1	
March	405	82	13			
April	367	75	7			
May	421	71	12	1		
June	364	96	15	4		
July	384	85	11			1
August	380	55	13			
September	358	73	23			
October	323	58	20	1		
November	325	48	32	2		
December	338	54	25	1		
2024	916	193	72	5	1	
January	310	56	34	2	1	
February	279	70	19	1		
March	327	67	19	2		

Q3 For those who spent longer than 96 hours, please specify how long they spent in A&E.

A3 None

Q4 Please indicate what proportion of people attending A&E with mental health complaints were ultimately admitted, transferred to another provider (please list the relevant providers), or sent home (please specify the proportion of these who were sent home with or without follow-up plans)

A4 Unfortunately, we do not record on Careflow the other provider if a patient is transferred to another provider.

Also, we do not record on Careflow if a patient is sent home with/without follow up plans.

Below is the split: -

Admitted – 26.6%

Transferred to another provider- 2%

Sent home – 48%

Q5 Please specify what plans the Trust has in place to mitigate risks from rising numbers of patients attending A&E with mental health concerns

A5 Information below relates to both sites RSED and County ED

There is a pathway in place to re-direct to crisis care centres for all patients attending with MH needs as long as they are medically fit. This decision would be determined at both navigation and triage.

Access to early referral system whereby the ED triage team can refer directly to MH services on the patients' arrival. Initial assessment by the MH team can be completed at this point.

Comprehensive mental health proforma in place to ensure a holistic approach.

ED Inhouse MH training for all staff (clinical holding etc) is undertaken

Mon – Fri (8-4) senior corporate specialised nursing support is available for ED staff and patients.

Collaborative approach with specialised services such as high- volume users.

MDT Mental health services meeting monthly.

Monitoring of incidents is undertaken via governance reporting.

*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.

Yours,



Leah Carlisle
Head of Data, Security & Protection and Health Records
Data Protection Officer