

FOI246 Response

For Q 1a-1c please see the accompanying spreadsheet.

1. Contacts by consultation medium

a. (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:

All Contacts	Sep 2019	Oct 2019	Nov 2019	Sep 2020	Oct 2020	Nov 2020
Face to face						
Telephone						
Telemedicine Web Camera						
Talk type						
Email						
Text						
Other						
Missing						
Total						

(ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

Please see attached spreadsheet which contains the full response to question 1a-1c and note the following:

- The data provided includes all attended community contacts with service users
- Contacts with under 18s have been excluded.

b. (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:

Improving Access to Psychological Therapies	Sep 2019	Oct 2019	Nov 2019	Sep 2020	Oct 2020	Nov 2020
Face to face						
Telephone						
Telemedicine Web Camera						
Talk type						
Email						
Text						
Other						
Missing						
Total						

(ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

Please see attached spreadsheet which contains the full response to question 1a-1c and note the following:

- The data provided includes all attended IAPT contacts with service users
- Contacts with under 18s have been excluded.

c. (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 in September, October and November 2019 and September, October and November 2020:

Community MH Team contacts	Sep 2019	Oct 2019	Nov 2019	Sep 2020	Oct 2020	Nov 2020
Face to face						
Telephone						
Telemedicine Web Camera						
Talk type						
Email						
Text						
Other						
Missing						
Total						

(ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

Please see attached spreadsheet which contains the full response to question 1a-1c and note the following:

- The data provided includes attended Adult CMHT and Older Adult CMHT contacts with service users
- Contacts with under 18s have been excluded.

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?

The impact of remote delivery was evaluated as part of a wider Learning lessons from Covid exercise that included 45 workshops with staff and feedback from service users and carers using a range of methods. This qualitative feedback has been triangulated with a range of quantitative data to measure impact and effectiveness. The learning has been fed into our Trust Strategy.

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

The initial shift to remote delivery was implemented very rapidly however, delivery of services has been refined over time to better meet the needs of the patients.

Please see the answer to question 2a regarding engagement with service users and carers.

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?

b. Please give further detail.

With the uncertainty and unprecedented challenges of Covid-19 pandemic the Trust will be delivering services in a manner that continues to consider all possible ways of delivering care and treatment. With a focus on providing clinicians with choice over what is best for each individual patient or patient groups.