

Freedom of Information Act 2000 disclosure log entry

Reference

20-21184

Date sent

15/3/2021

Subject

Changes to the delivery of mental health services over the pandemic

Details of enquiry

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:
 - ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.
 - B.
 - ii) 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:
 - ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.
 - 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:
 - ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.
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?
 - B. How have you ensured plans to deliver services remotely have been co-produced with people who use the services?
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.

Response Sent

Question 1: Contacts By Consultation Medium

- A. The data for this question is provided in the attached workbook



20-21184 ATT Q1
Appt Contact Type b

- B. The Trust does not offer IAPT services
C. The Trust does not offer Adults Community Mental Health Services

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

No. It was not possible to co-design services in the context of the pandemic

Question 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.
The Trust has been undertaking Quality Improvement projects on remote working which are ongoing at present. We don't have data in the form of a report that we could share. We are also working on updating the Experience of Service questionnaires for the new financial year.