



Freedom of Information request & West Norfolk CCG response

WN-2017-00113 – Mental Health Services

Original Request (21/08/2017)

For the last three years (according to your records), I'd like to request:

1. For each year, the number of applications for mental health services that have been made to the CCG (for e.g. eating disorder inpatient or outpatient treatment), broken down by number successful, number unsuccessful, number partially successful (with details) and number pending outcome
2. The live data or database extraction of all applications for mental health services that have been made, including (but not limited to) eating disorder inpatient and outpatient services, listing:
 - The type of the application
 - The date of submission of the application
 - The outcome of the application
 - The age and gender of the patient
 - the estimated cost of treatment
 - the reason for the application being made
 - the reason the application has been refused (if applicable)

If it's not possible to fulfil both of the requests within the cost limit, please advise and release part of the data rather than withholding the full set.

Clarification Sought from Applicant (13/09/2017)

In respect to question 1, the CCG are interpreting this as referrals into mental health services which have either been accepted, rejected or pending. Please confirm if this is accurate.

In respect to question 2, where you requested 'the type of the application' please confirm what exactly are after. For example, this could be interpreted as urgency or source of referral.

Clarification Provided by Applicant (13/09/2017)

The short answer is that this relates to referrals and the classifications of accepted, rejected or pending. With respect of question 2, this relates to type of specialist service, a list of which is provided below.

The longer answer is within this clarification I've provided to a few other CCGs, which is as follows:

- i. When a patient is diagnosed with a treatment that requires a specialist service – for example eating disorder outpatient treatment – the patient cannot be referred straight to the service by the doctor*
- ii. The doctor must make an application (a referral) to the CCG, where the application/referral will be scrutinised by what is known as a 'specialist services panel'*
- iii. The specialist services panel can approve, reject or partly approve the referral. To use a real-life example the panel may allow the patient to attend outpatient eating disorder treatment, but they may refuse them costly one-on-one counselling as part of their treatment.*
- iv. A limited amount of finance is available to fund specialist services; therefore the panels cannot always approve every referral*

(Please note this is based on Lambeth council's description of the process which is [outlined here](#))

My freedom of information request relates to all of the decisions made by this panel in a set time period for all of these specialist services (I have mistakenly called them 'mental health services' rather than 'specialist services' in my email, but that is what I mean).

Here is a list of what I believe to be all of the specialist services:

- Memory disorders
- Behavioural genetics clinic – autism assessment
- Behavioural disorders service – ADHD assessment and treatment
- Chronic Fatigue Service
- Eating Disorders day care and outpatients
- Affective disorders outpatients
- Brain injury outpatients
- Psychosexual disorders clinic
- Anxiety disorders residential unit

Therefore I would like to know information in relation to referrals for ALL of these specialist services; not just eating disorder treatment. The thrust of my request is for information in relation to referrals and whether or not they have been successful.

I do not know exactly how this information is held, but I'm sure each CCG must hold a database that contains information about referrals to specialist services.

Clarification Sought from Applicant (06/10/2017)

The relevant service area leads have advised the CCG do not have a specialist services panel that deal with these treatments being "accepted" or not.

The CCG can attempt to provide you with a list of referrals for the information that is held, for the areas you are interested in. Can you confirm if you would be interested in this?

	2016/17	2015/16	2014/15
- Memory disorders			
- Behavioural genetics clinic – autism assessment			
- Behavioural disorders service – ADHD assessment and treatment			
- Chronic Fatigue Service			
- Eating Disorders day care and outpatients			
- Affective disorders outpatients			
- Brain injury outpatients			
- Psychosexual disorders clinic			
- Anxiety disorders residential unit			

Clarification Provided by Applicant (06/10/2017)

A list of referrals would be great, if possible.

CCGs Response

Memory Disorders - Referrals for a Dementia Assessment / Referrals to Memory Team

	2016/17	2015/16	2014/15
NHS North Norfolk CCG	688	645	
NHS Norwich CCG	651	643	
NHS South Norfolk CCG	750	693	
NHS West Norfolk CCG	822	1106	

Please note the following:

- The information requested for financial year 2014/15 is not held.
- NHS West Norfolk CCG's data was taken from a different source and relates to "Referrals to a Memory Team" whereas the Central Norfolk CCGs data refers to "Referrals for a Memory Assessment".
- The information provided above has not been validated by Norfolk & Suffolk NHS Foundation Trust (i.e. the provider) and it is not routinely monitored contractually.

Behavioural genetics clinic - autism assessment and Behavioural disorders service – ADHD assessment and treatment

Distinct ASD/ADHD teams only came into being in December 2016. Therefore the CCG are only able to provide accurate numbers from December 2017. Some patients were retroactively moved onto the new pathways, but not all patients treated in the year would have been moved across so any numbers would be incomplete.

Please see below monthly figures (since 2016/17 is incomplete):

Attention deficit hyperactivity disorder (ADHD)				
Referral month	NHS NORTH NORFOLK CCG	NHS NORWICH CCG	NHS SOUTH NORFOLK CCG	NHS WEST NORFOLK CCG
Dec-16	17	27	22	39
Jan-17	39	80	37	65
Feb-17	11	14	8	43
Mar-17	42	56	41	50
Apr-17	25	32	14	38
May-17	36	50	47	70
Jun-17	26	51	41	31
Jul-17	49	118	74	33
Aug-17	47	72	42	22
Sep-17	23	32	27	23

Autism Spectrum Disorder (ASD)				
Referral month	NHS NORTH NORFOLK CCG	NHS NORWICH CCG	NHS SOUTH NORFOLK CCG	NHS WEST NORFOLK CCG
Dec-16	12	11	10	12
Jan-17	7	11	7	16
Feb-17	6	7	<5	16
Mar-17	16	12	9	8
Apr-17	8	15	<5	15
May-17	9	11	14	16
Jun-17	7	17	14	20
Jul-17	12	19	12	17
Aug-17	14	13	7	13
Sep-17	8	8	7	28

Please note, where figures are 5 or less a range has been provided to reduce the risk of patient identification. The CCG are withholding the exact number of contacts by virtue of section 40(2) of the Act.

Section 40(2) of the Act provides an exemption to the disclosure of information where it is:

- the personal data of someone other than you; and
- the disclosure of that personal data would put us in breach of the principles of the Data Protection Act 1998 ("DPA"), with which we are obliged to comply.

The personal data within the withheld information is not public and disclosure of this information to the world at large would be unwarranted, does not add to the substantive understanding of the information disclosed, would cause substantial damage and distress to those data subjects involved, and thus would be unfair and in breach of the first DPA principle and, as such, is exempt from disclosure under section 40(2) of the Act.

Chronic Fatigue Service

The information requested is not held by the CCG.

Norfolk Community Health & Care NHS Trust does not have a named Chronic Fatigue team.

Eating Disorders

	2016/17	2015/16	2014/15
NHS North Norfolk CCG	113	134	152
NHS Norwich CCG	173	176	206
NHS South Norfolk CCG	129	123	132
NHS West Norfolk CCG	63	49	86

Please note the following:

- The information provided above is the combination of Under 18 Child and Adolescent Mental Health Services (CAMHS) Eating Disorder (ED) referrals from the Norfolk & Suffolk NHS Foundation Trust (NSFT) and the Adult Community ED referrals from Cambridgeshire and Peterborough NHS Foundation Trust (CPFT).
- 2014/15 is from a different reporting source so any variances may be down to a change in reporting process / data quality rather than actual performance.

Affective disorders outpatients

The information requested is not held by the CCG.

The CCG do not hold information to this level of granularity. Patients are referred to service lines / teams; we are unable to provide a split of these referrals by problem descriptor.

Brain injury outpatients

The information requested is not held by the CCG.

Clinical Coding for Outpatients with brain injuries is limited in the datasets the CCGs receive from the acute trust(s).

Psychosexual disorders clinic

The information requested is not held by the CCG.

Please see below the number of referrals to **Gender Dysphoria Service** which is the only service similar to the one requested:

	2016/17	2015/16	2014/15
NHS North Norfolk CCG	<5	12	20
NHS Norwich CCG	19	33	48
NHS South Norfolk CCG	<5	8	15
NHS West Norfolk CCG	<5	19	23

Please note this is not a treatment service, it is an assessment / signposting service.

Please note, where figures are 5 or less a range has been provided to reduce the risk of patient identification. The CCG are withholding the exact number of contacts by virtue of section 40(2) of the Act.

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- *the personal data of someone other than you; and*
- *the disclosure of that personal data would put us in breach of the principles of the Data Protection Act 1998 (“DPA”), with which we are obliged to comply.*

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Anxiety disorders residential unit

The information requested is not held by the CCG.

The CCG do not hold information to this level of granularity. We receive information on the number of admissions to wards but we do not hold information on the problem descriptors.