

FOI Request Response information

FOI request reference:	2017/150
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Category:	Service delivery
Tags:	CAMHS, mental health, missed appointments, referrals

Request Detail:

I apply under the terms of the Freedom of Information legislation for the following information about access and missed appointments to your CAMHS services for children and young people aged 10 to 17 (inclusive) within the period between 1 January 2016 and 31 December 2016

1. Please tell us the Local Authorities **and/or** Clinical Commissioning Groups you work with to deliver your CAMHS services.

2. Referrals received and accepted

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS¹ in your area, please can you provide the following information on referrals a) **received**, b) **assessed and accepted**?

If possible, please input your information into the table below or alternatively provide this as recorded in your area.

If you cannot provide a breakdown by age, please provide total numbers for young people aged 10-17 (inclusive)

Ages:	10-15 year olds (inclusive)	16-17 year olds (inclusive)	Total number of 10-17 (inclusive)
a) Total number of young people who were referred for support to Tier 3/specialist CAMHS services by age group			
b) Total number of young people whose referral was assessed and accepted by Tier 3/specialist CAMHS services by age group			

¹ A definition of what we mean by Tier 3/specialist CAMHS is available in the annex of this FOI request. Please see page 12.

Rates of missed appointments

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide the following information on the numbers of children and young people aged 10-15 (inclusive) and those aged 16 and 17 who missed their appointment or Did Not Attend (DNA)?

If possible, please input your information into the table below or alternatively provide this as recorded in your area.

If you cannot provide data for the period we have specified, please provide total numbers for the latest recorded data by your service.

3. Rates of missed appointments for children and young people aged 10 to 15

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide a breakdown of missed appointments by young people aged 10-15 (inclusive) by the financial quarters we have specified?

Total number of missed appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
a) Total number of <u>initial appointments</u> missed by children and young people aged 10 to 15 (inclusive)	
b) Total number of <u>follow-up appointments</u> missed by children and young people aged 10 to 15 (inclusive)	

Total number of children and young people who miss appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
c) Total number of children and young aged 10 to 15 (inclusive) who have missed an <u>initial appointment</u>	
d) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>one subsequent</u> appointment	
e) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>two subsequent</u> appointments	

f) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>three subsequent</u> appointments	
g) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>four subsequent</u> appointments	
h) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>five or more subsequent</u> appointments	

4. Rates of missed appointments for children and young people aged 16 and 17

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide a breakdown of missed appointments by young people aged 16-17 (inclusive) by the financial quarters we have specified?

Total number of missed appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
a) Total number of <u>initial appointments</u> missed by children and young people aged 16 and 17 (inclusive)	
b) Total number of <u>follow-up appointments</u> missed by children and young people aged 16 and 17 (inclusive)	

Total number of children and young people who miss appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
c) Total number of children and young aged 16 and 17 (inclusive) who have missed an <u>initial appointment</u>	
d) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>one subsequent</u> appointment	
e) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>two subsequent</u> appointments	
f) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>three subsequent</u>	

appointments	
g) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>four subsequent</u> appointments	
h) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>five or more subsequent</u> appointments	

5. Referrals received and Did Not Attend (DNA) by source of referral

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide a breakdown of a) the total numbers of referrals received and b) the total numbers missed initial appointments by source of referral?

Source of referral	a) Total number of children and young people aged 10 to 17 (inclusive) who were referred for support to Tier 3 /specialist CAMHS in the period between 1 January 2016 and 31 December 2016 by source of referral	b) Total number of children and young people aged 10 to 17 (inclusive) who have missed an initial appointment for Tier 3/specialist CAMHS in the period between 1 January 2016 and 31 December 2016 by source of referral
GP		
Paediatric health service		
Other health service, please specify		
Educational psychologist		
School (including referrals from school nurse)		
Further Education or other educational establishments		
Social services		
Police		
Local Safeguarding Children's Board		
Voluntary sector organisations		
Other, please specify		

6. Did Not Attend (DNA) cases and risk assessments²

² The [NHS England Service Specification for CAMHS Tier 2/3](#) outlines the requirement for a risk assessment and follow up for all children and young people who fail to attend their appointment. It is crucial these assessments include a review of their case file and identify any risk indicators requiring follow up or onward referrals to other agencies including social care services.

- a) Does your Tier 3/specialist CAMHS undertake a risk assessment for all initial appointments missed by children and young people aged 10-17 (inclusive)?
- b) Does your Tier 3/specialist CAMHS undertake a risk assessment for all subsequent appointments missed by children and young people aged 10-17 (inclusive)?
- c) Who in your area undertakes the risk assessment following a missed appointment and how is it done? (*Screening by clinician, screening by manager, use of risk checklist etc.*)
- d) In the period between 1 January 2016 and 31 December, and in relation to Tier 3/specialist CAMHS in your area, please could you provide the following information on Did Not Attend (DNA) cases that have or have not been risk assessed involving young people by age groups 10- 15 and 16 and 17.

If possible, please input your information into the table below or alternatively provide this as recorded in your area. If you cannot provide a breakdown by age, please provide total numbers for young people aged 10-17 (inclusive).

Total number of missed appointments risk assessed	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
e) Total number of children and young people aged 10 to 15 (inclusive) who have missed an appointment and have been risk assessed by your service	
f) Total number of children and young people aged 10 to 15 (inclusive) who have missed an appointment and have <u>not been risk assessed</u> by your service	
g) Total number of children and young people aged 16 and 17 (inclusive) who have missed an appointment and have been risk assessed by your service	
h) Total number of children and young people aged 16 and 17 (inclusive) who have missed an appointment and have <u>not been risk assessed</u> by your service	

7. Did Not Attend (DNA) cases and discharge

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS services in your area, please could you provide the following information on Did Not Attend (DNA) cases involving young people by age groups 10- 15 and 16 and 17 that have resulted in a discharge from services ?

Total number of children and young people aged 16 and 17 who missed appointments and were discharged from services between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016

a) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services	
b) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services <u>with</u> a risk assessment	
c) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services without a risk assessment	
d) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services and signposted or referred onwards	
e) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services without being signposted or referred onwards	

Total number of children and young people aged 16 and 17 who missed appointments and were discharged from services between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016

f) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services	
g) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services <u>with</u> a risk assessment	
h) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services without a risk assessment	
i) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services and signposted or referred onwards	
j) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services without being signposted or referred onwards	

8. The cost of missed appointments

- a) Please provide an estimate of the average cost to the Mental Health Trust as a result of a missed appointment in Tier 3/specialist CAMHS for the period between 1 January 2016 and 31 December 2016? *Please could you tell us how you calculated this estimate?*

- b) Please provide an estimate of the total cost per year to the Mental Health Trust as a result of the total number of missed appointments in Tier 3/specialist CAMHS for the period between 1 January 2016 and 31 December 2016? *Please could you tell us how you calculated this estimate?*
- c) What is the estimated total cost per year to the Mental Health Trust as a result of the total number of missed appointments in Tier 3/specialist CAMHS as a percentage of your total allocated budget for children's mental health? *Please could you tell us how you calculated this estimate?*

9. Waiting times

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide the following information on:

- Average waiting time for an initial assessment
- Average waiting time from referral to first treatment by a Tier 3/specialist CAMHS for young people aged 10-17 (inclusive) for children and young people referred in the financial quarters specified below.

If you cannot provide an average waiting time for this age group, please provide the waiting time across all child population.

Financial period	Q.4 (1 January 2016 -31 March 2016)	Q.1 (April 2016 -31 June 2016)	Q.2 (1 July 2016 – 31 September 2016)	Q.3 (1 October 2016 -31 December 2016)	Average waiting for the period between Q.4 – Q.3 2016.
a) Average waiting time from referral to initial assessment					
b) Average waiting time from initial assessment to first treatment					
c) Average waiting time from referral to first treatment					

Policies and procedures

10. DNA policy

Please could you enclose a copy of your area's latest Did Not Attend (DNA) policy for CAMHS?

11. Measures used to ensure patients keep to their appointments

- a) Please provide details of the measures you have in place to reduce the number of missed appointments, in general and involving children/parents in particular.
- b) Has your Tier 3/specialist CAMHS service explored or established the reasons why children and young people miss appointments or disengage from your service?

12. Does your Tier 3/specialist CAMHS service consult with children and young people in the design and delivery of CAMHS services?

13. Does your Tier 3/specialist CAMHS service have an established youth participation group to consult with or provide feedback into the commissioning and improvement of services?

14. Arranging appointments

Does your Tier 3/specialist CAMHS services negotiate appointment times and locations with children, young people and their parents? (Please circle or tick beside the answer)

Never Rarely Sometimes Most of the time Always

15. Advocacy

a) Does your service offer independent advocacy support for children and young people accessing Tier 3 CAMHS/specialist service? (please circle or tick beside the answer)

Never Rarely Sometimes Most of the time Always

b) Following a missed Tier 3/specialist CAMHS appointment, does your service refer vulnerable groups of young people to advocacy services? For example advocacy for looked after children or children and young people with disabilities. (Please circle or tick beside the answer)

Never Rarely Sometimes Most of the time Always

Response Detail:

The Trust response to your recent FOI request can be found in the attached pdf document.

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.