

Freedom of Information request 395-18

Request

Under FOI legislation could I please request the following:

1. How many people were referred to adult mental health services within the past 5 years?

Of all the people referred to adult mental health services:

- a) How many were seen
- b) How many of those seen were subsequently referred on to psychological therapies
- c) How many were declined
- d) How many did not manage to successfully opt-in successfully for their outpatient appt.

Response

Please find below the number of referrals recorded on NHS Borders' mental health database received for Adult Mental Health Services in the past 5 years. We are unable to identify from this data exactly a) how many patients were actually seen or c) how many were declined as this is not held electronically. This level of detail would only be available within a patient's notes and to extract this data would require a manual trawl of all notes and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002, therefore we are not required to provide. Under Section 15 of the FOI(S)A 2002 Duty to provide advice and assistance shown below is a list of the referral outcomes which we do hold:

1. Referrals to Adult Mental Health Services by Outcome Calendar Years 2013 - 2017

Referral Outcome	2013	2014	2015	2016	2017
Declined appt.	58	67	56	53	75
Admitted to Hospital	29	47	18	31	26
Deferred by Patient	7	<5		<5	
Went on to DTTO	<5	<5			
Client died	8	8	8	12	6
Did not attend appt.	160	151	174	384	388
Became an Emergency	<5		<5	<5	
Too ill to be seen	<5			<5	6
Inappropriate Ref	86	109	152	108	151
Client moved	8	7	8	7	15
Not seen	84	384	613	587	683
Appt. not confirmed	204	204	<5	<5	<5
Problem Resolved	<5	<5	<5	<5	
Prison sentence	<5	<5	<5	<5	<5
Referred to other service	51	47	51	38	42
Ref. back to GP	77	36	24	93	122

Patient refused appt	8	<5	<5	12	7
Referral withdrawn	<5	16	<5	<5	<5
Telephone Contact	21	46	57	60	87
Visit/appointment	3057	3194	3547	4030	3876
Unknown	84	79	61	130	52
Total	3953	4407	4783	5562	5543

b) Referrals onto Psychological Therapies

Internal Referrals	40	13	13	78	20
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d) Within the NHS Borders mental health referral system people either opt in or they don't, we have no way of capturing where people weren't able/unable to manage (for whatever reason technical or otherwise) to opt in. Therefore under Section 17 of the FOI(S)A 2002 this data is not held.

As the number of events in some areas are very small and in accordance with the Code of Practice for Official Statistics any number that is less than five, actual numbers and potentially identifiable information is withheld to help maintain patient confidentiality due to potential risk of disclosure. Further information is available in the [ISD Statistical Disclosure Control Protocol](#).

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **395-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.