



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 40914 under the Freedom of Information Act 2000 regarding: -

Depot Clinics – Laurel House

Your request is set out below:

- What is the average distance that service users of the depot clinic at Laurel House Canterbury are required to travel to attend appointments?

The average distance from home to Laurel House for the depot clinic is 3.01km.

This distance has been calculated by using the following parameters –

- **Contacts for 'A&C CMHT Depot Clinic, Laurel House' clinic between 01/01/2023 and 27/11/2023**
 - **DNAs, Cancellations and Unoutcomed contacts have been removed**
 - **Other HCPs removed, so if two staff members were present it is only counting the appointment once**
 - **If the patient does not have a primary home address the postcode of the Canterbury HQ has been used 'CT1 1AZ'**
 - **Postcode used for Laurel House is 'CT1 3HH'**
- What is the average length of time that service users of this depot clinic have been users of the service for?

The requested information is not held centrally and is contained within the individual clinical records and archive systems which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

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Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- Of service users of this depot clinic, how many appointments have been changed due to unavailability of depot medication?

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I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department