

Sent via email

Email: [kmpt.infoaccess@nhs.net](mailto:kmpt.infoaccess@nhs.net)

Website: [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

Dear [REDACTED]

### Request for Information

I write further to your request FOI ID 41871 under the Freedom of Information Act 2000 regarding: -

Referrals & Related Policies

Your request is set out below:

1. The number of referrals made to each of the below services/through each of the below pathways\* during 2015/16, 2022/23 and 2023/24 to date. Please break these figures down by the number of referrals received, the number of referrals accepted and the number of referrals responded to with advice and guidance or support, with the recorded reason for declination. Please provide earliest figures from 2015/16 and reasoning if you do not have 2015/16 figures available.

| CRHT Pathway |                                                                  |                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------|------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Time Period  | Total Number of Referrals Received                               | Total Number of Referrals Accepted | Total Number of Referrals Responded to with Advice & Guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2015/16      | 15384                                                            | 14523                              | The requested information is not held centrally and is contained within the individual clinical records 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. |
| 2022/23      | 12585<br>(this includes CRHT pathway and Rapid Response Pathway) | 12061                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2023/24      | 6797<br>(this includes CRHT pathway and Rapid Response Pathway)  | 6642                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Sheila Stenson

**The Kent and Medway NHS and Social Care Partnership Trust are not commissioned to provide the following services –**

**CAMHS**

**Eating disorders**

**Autism**

**ADHD**

**Gender**

**Talking therapies/IAPTs**

**The Kent and Medway NHS and Social Care Partnership Trust do provide memory assessments however, in order to provide the requested information 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.**

2. Details of any policy change regarding altered thresholds for referrals, altered access to pathways or triage systems and documentation outlining the change (and reasoning of the change if available) as regards referrals to each of the below services/pathways.

**In relation to the CRHT pathway the team now offers a clearer two core functions, Rapid Response and Home Treatment, both currently under the umbrella of CRHT.**

- **Rapid Response offers 4hrs to assess someone and the Trust has employed additional call handlers to facilitate assessments countywide with each CRHT offering dedicated staff resource on a daily basis (24/7). The RR clinicians will determine if someone requires admission or home treatment support if community support is not available or suitable.**
- **The Home Treatment Team now operates an extended daily service although not 24/7.**

**In relation to the Memory Assessment pathway the Trust are currently completing a review of the memory assessment pathway with the aim, as per the NHS Long-Term Plan, to diagnose 95% of patients within six weeks.**

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