



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID OP 182 under the Freedom of Information Act 2000 regarding:-

Patient waiting times

Your request is set out below:

- 1) How many patients left the waiting list for whatever reason. Please ensure people are counted more than once if they left more than one waiting list.

Please find attached spreadsheet containing requested information.

Please note that the data reflects those that have left the waiting list prior to the commencement of treatment (2nd Contact) for whatever reason. As well as those triaged out and not seen this data includes patients that have undergone and assessment and were deemed not suitable for treatment within our commissioned services, due to know variation in recording practice such instances could be shown as discharge reasons such as treatment complete, no further treatment appropriate as well as inappropriate.

- 2) Of these, how many left the waiting list because they were admitted as an emergency and treated for the condition their referral related to during their emergency stay, therefore ending the treatment waiting pathway? Please ensure people are counted more than once if they left more than one waiting list.

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.

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Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

- 3) And of these (patients in question 1), how many left the waiting list because they died? Please ensure people are counted more than once if they were on more than one waiting list when they died.

Please find attached spreadsheet containing requested information.

Specialist Community Mental Health Services for Older People (CMHSOP) provide care, support and advice for people, and their carers, who are over 65 years old and living with dementia. KMPT staff undertake rigorous care planning and risk assessments for all the people we are treating. We work closely with our service users and other care providers – for example family members, carers, hospitals or care homes – to meet their needs and keep them safe.

KMPT has robust practices in place, guided by NHS England, to review any incident reported to us, which includes the sad news that a service user has died. If we have concerns about a death, we treat as a 'Serious Incident', and we work closely with the Integrated Care Board to undertake further investigation and decide whether independent scrutiny is warranted. The investigation process ensures that robust actions are put in place if gaps have occurred, to prevent recurrence and to improve patient care. We typically report low numbers of serious incidents relating to older adults.

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