

3rd Floor  
120 The Broadway  
London  
SW19 1RH

Email: [swl.igandfoiteam@swlondon.nhs.uk](mailto:swl.igandfoiteam@swlondon.nhs.uk)

Dear Mr Robinson,

Reference: FOI.22.SWL081

4 August 2022

**Re: Freedom of Information request**

Thank you for your request under the *Freedom of Information Act 2000* (the Act). This response is provided by NHS South West London Integrated Care Board (ICB).

Your request, along with the ICB's response is detailed below.

**Given that almost two thirds of all IAPT's referrals each year never begin a course of treatment or drop out before they finish a course of treatment:**

- 1. Can you tell me whether IAPT follows up on what happens to people who drop out as far as receiving any treatment for their common mental health issues.**

The ICB does not hold this information. You may wish to redirect your request to Mental Health Trusts, who may hold this information. A list of Trusts can be found here:

<https://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

**Review procedure**

If you feel that we have not met the requirements of the Freedom of Information Act 2000, you should contact the IG and FOI Team at: [swl.igandfoiteam@swlondon.nhs.uk](mailto:swl.igandfoiteam@swlondon.nhs.uk).

If you remain dissatisfied, you can ask us to review our decision by making a written request for an internal review. In order to assist with the review, you should include your address, a description of the original request and the reasons why you are dissatisfied. Please send this to:

**Email**

[Swl.igandfoiteam@swlondon.nhs.uk](mailto:Swl.igandfoiteam@swlondon.nhs.uk)

**Postal address**

NHS South West London ICB  
120 The Broadway  
Wimbledon  
SW19 1RH

**Website**

[www.southwestlondon.icb.nhs.uk](http://www.southwestlondon.icb.nhs.uk)

The review will be handled by more senior staff who were not involved in the original decision. Although this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive, your request will still be reviewed. We aim to complete all internal reviews within 20 working days. If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

**Telephone**

0303 123 1113

**Postal address**

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Website address**

[www.ico.gov.uk](http://www.ico.gov.uk)

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- State the name of the applicant and an address for correspondence,
- Specify the document to be re-used,
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**Email**

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<http://nationalarchives.gov.uk/documents/information-management/ogl-user-guidance.pdf>

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**Privacy Notice (formerly known as Fair Processing Notice)**

We will record your contact and request details in order to monitor and improve the service we provide and in order to discharge our statutory obligations under the Act. This information will be handled in accordance with the NHS Confidentiality Code of Practice and the *Data Protection Act 2018*.

**Using personal data we provide**

You are required not to use personal data which is provided to you for electronic marketing (telesales, fax, e-mail) to our staff and comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned.

The *Data Protection Act* gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of direct marketing (section 11). You should be aware that selling, giving or sharing of personal data could breach the *Data Protection Act*.

**Feedback**

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address.

Yours sincerely,

**IG and FOI Team**

NHS South West London ICB