

## Corporate Administration

NHS Greater Glasgow and Clyde  
Corporate HQ  
J B Russell House  
Gartnavel Royal Hospital  
Campus  
1055 Great Western Road  
GLASGOW  
G12 0XH



Telephone: 0141 201 4444

Mr Ewan Cameron

SENT BY EMAIL TO:

[request-586375-8e64cf13@whatdotheyknow.com](mailto:request-586375-8e64cf13@whatdotheyknow.com)

<b>Date</b>	17 September 2019
<b>Your Ref</b>	
<b>Our Ref</b>	FOI 15276
<b>Direct Line</b>	0141 201 4460
<b>Email</b>	foi@ggc.scot.nhs.uk
<b>Contact</b>	

Dear Mr Cameron

### **REQUEST FOR INFORMATION FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 ENVIRONMENTAL INFORMATION (SCOTLAND REGULATIONS 2004)**

Thank you for your request received on 9 August 2019 for the provision of the following information:-

*Please can you give information for the following questions for each of the past five financial years*

- *The number of agency staff paid to work in mental health services, including psychiatric and psychological services, with their work roles listed.*
- *The total cost of these agency workers for each of the years*
- *How many patients (with a breakdown of the number of adults and children) have been waiting for psychological or psychiatric treatment for longer than the waiting times prescribed by the Scottish Government*
- *What is the longest time a patient (adult or child) has waited for psychological or psychiatric treatment*
- *The number of staff (including psychiatrists and psychologists) working in the mental health service for each of the years*
- *The number of vacancies advertised for staff to work in the mental health service (including psychiatrists and psychologists) for each of the years*

We are treating your request under our procedures for responding to requests for information under the Freedom of Information (Scotland) Act 2002. The information that we are able to provide in response to your request is given below.

*Please can you give information for the following questions for each of the past five financial years*

- 1. The number of agency staff paid to work in mental health services, including psychiatric and psychological services, with their work roles listed.*

In response to this question, we are providing a breakdown of i) the number of agency staff assigned to shifts for Nursing & Midwifery qualified and unqualified in Mental Health Services and ii) The number of agency shifts filled by Medical grades for Mental Health services. These are shown below, in Tables 1 and 2.

We refer you also to the following comments.

Owing to a change in our recording systems, our databases do not have access to data for Medical grade agency shifts for Mental Health Services before July 2017. We are providing it from that date in Table 2. Under Section 17 of FOISA I am required to inform you that NHS GGC does not hold the information you request in relation to medical grade agency shifts in mental health prior to July 2017.

		Mental Health Services - Nursing Grade Agency Shifts Booked			
Year From	Year To	Band 2 Nursing Grade Role	Band 3 Nursing Grade Role	Band 5 Nursing Grade Role	Total
01/07/2014	30/06/2015	173	25	22	220
01/07/2015	30/06/2016	104	640	22	766
01/07/2016	30/06/2017	31	3627	36	3694
01/07/2017	30/06/2018	235	855	6	1096
01/07/2018	30/06/2019	503	842	4	1349

**Table 1**

		Mental Health Services – Medical Agency Shifts Booked				
Year From	Year To	Consultant Grade Role	Speciality Dr Grade Role	STR Higher Grade Role	STR Lower Grade Role	Total
01/07/2017	31/03/2018	1013	404	4	31	1452
01/04/2018	31/03/2019	1254	574	7	125	1960
01/04/2019	31/07/2019	208	234	0	109	551

**Table 2**

## **2. The total cost of these agency workers for each of the years**

Our response is shown below in Table 3. Please note that these comprise staff from community mental health (all ages); inpatient mental health (all ages) and forensic services.

Please note that there may be mental health agency staff working in prisons and in alcohol and drugs services, however this information is not coded in such a way to enable us to access it without examining each invoice.

We estimate that the cost of providing this information would exceed the cost threshold set out in Fees Regulations (currently £600). Section 12 of FOISA provides that a public authority is not obliged to comply with a request where it calculates that the cost of complying would exceed this limit. On this occasion we are therefore unable to provide the information for this part of your request.

However it may be that a narrower or more defined request would allow us to provide some information within the cost limits, and I would therefore suggest that you make further contact in this respect, so that we can provide appropriate advice and assistance to identify what may be feasible.

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Cost of agency staff (£)	2,079,561	1,970,003	2,212,916	1,370,652	1,370,050

**Table 3**

### ***3. How many patients (with a breakdown of the number of adults and children) have been waiting for psychological or psychiatric treatment for longer than the waiting times prescribed by the Scottish Government***

Please note where there are small numbers these are presented as <5 to protect patient identification. This is due to the possibility that disclosure of actual figures would pose a risk that an individual or individuals could be identified from that information. This would be contrary to, and would put NHSGGC in breach of, Data Protection principles. In assessing this, we have followed guidelines issued by NHS NSS Information Services Division. A key principle of the guidelines discourages presenting numbers which are less than 5.

We therefore decline to provide the actual figures on the basis that this is personal information. Section 38 of FOISA provides that information is exempt information if it constitutes personal information and that to disclose this information would contravene one or more of the data protection principles. The exemptions within FOISA that we have relied upon to withhold this information are section 38(1)(b) read in conjunction with section 38(2)(a)(i) of FOISA. This is an absolute exemption which means that if information is withheld under this exemption, we are not required to consider whether it is in the public interest to withhold it.

The information we are able to provide is shown in Table 4.

Over the last year, more children and young people have been referred to Child and Adolescent Mental Health Services (CAMHS) in NHS Greater Glasgow & Clyde than ever before. In March 2019, 748 referrals were received, an increase of 43% increase from the same month last year. This is part of a sustained increase in referrals to CAMHS over winter and spring 2018/19 and continuing in to 2019/20.

While striving to meet this increasing demand, the service has also brought in new operational practices to ensure the majority of referrals for children and young people within NHSGGC are accepted. NHSGGC CAMHS now accept more than 90% of referrals. In some NHSGGC Board areas, more than 95% of referrals are accepted. The national CAMHS referrals acceptance rate is normally in the region of 80%. This means that more children and young people are accessing NHSGGC CAMH Services than ever before. The increasing number of children being seen does also represent increased pressure on the service, as reflected in the reduction in percentage of children and young people treated within 18 weeks of the referral date.

In addition to work on referrals, NHSGGC CAMHS have an ongoing research and development programme aimed at assisting children, young people, and their families when it comes to engaging with CAMHS. This includes work to understand what can help and hinder with attending appointments. As part of this, all service users who wish to receive reminders are sent SMS texts with dates and times a few days ahead of their appointments. This has contributed to a service wide reduction in missed appointment rate, with a missed appointment rate of 11%, in line with the CAMHS national average.

These changes are part of a wider quality improvement programme in NHSGGC CAMHS that draws on guidance from the Scottish Government's Children and Young People's Mental Health Taskforce. The Taskforce aims to deliver whole system improvement in the support and care of children and young people with mental health and neurodevelopmental needs. As part of this, NHSGGC Community CAMHS have received additional funding for 12wte Band 6 clinical staff to support this work, which will help with the increase in demand. The recruitment process is currently ongoing. The quality improvement programme is focused on improving the accessibility of service.

It is of utmost importance to NHSGGC CAMHS that children, young people, and their families are helped as quickly as possible, and the service is striving to achieve this.

Year	Nos. of adults waiting	Nos. of children waiting
2014/15		6
2015/16		<5
2016/17		39
2017/18		175
2018/19		757

Table 4: Nos waiting for psychological treatment longer than SG waiting times

#### ***4. What is the longest time a patient (adult or child) has waited for psychological or psychiatric treatment***

Year	Longest waiting times - Adults	Longest waiting times – Children (weeks)
2014/15		27
2015/16		23
2016/17		31
2017/18		35
2018/19		43

#### ***5. The number of staff (including psychiatrists and psychologists) working in the mental health service for each of the years***

Please see the report Psychology Services Workforce in Scotland. This is available through the website of the Information Services Division (ISD) where reports for earlier years can also be found.

<https://www.isdscotland.org/Health-Topics/Workforce/Psychology/index.asp>

#### ***6. The number of vacancies advertised for staff to work in the mental health service (including psychiatrists and psychologists) for each of the years***

The information we are able to provide is shown in the table below but we must make the following comments.

We changed our recruitment data recording system in June 2019 and we are unable to access the data to respond to this question. Under Section 17 of FOISA I am required to inform you that NHSGGC does not hold the information requested.

We have however been able to access part of the information via the NHS National Services Scotland Information Services Division (ISD) returns data which provide information on the number of vacant consultant and nursing posts within mental health services at each of the quarter reporting periods. The data we are able to access is from March 2017 – March 2019 and we hope that will provide a partial response for you.

	<b>WTE Vacant posts for i) Consultant Grades Mental Health Services and ii) Nursing Grades Mental Health Services</b>			
2017	Mar-17	Jun-17	Sep-17	Dec-17
<b>i) Consultant Grade</b>	11.3	14.1	14.9	11.2
<b>ii) Nursing Grades Qualified and Unqualified</b>	110	128.8	128.8	84.8
2018	Mar-18	Jun-18	Sep-18	Dec-18

<b>i) Consultant Grade</b>	15.6	15.9	12.3	12.8
<b>ii) Nursing Grades Qualified and Unqualified</b>	82.5	113.6	104.3	115
<b>2019</b>	<b>Mar-19</b>			
<b>i) Consultant Grade</b>	11.8			
<b>ii) Grades Qualified and Unqualified</b>	121			

I hope that this is helpful. If you are not satisfied with our response to your request, you have a right to request a review of this decision within 40 working days of receiving this response. The attached note describes our review procedure. Your request for review must be in permanent form and should state:

- That you are asking for a review of this decision and
- Why you are unhappy with the response you have received.

If you wish us to carry out a review, please complete the form enclosed and return it to the Head of Corporate Governance and Administration, NHS Greater Glasgow & Clyde, Corporate HQ, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH or by email to [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)

If following a review you remain dissatisfied with the outcome, you have the right to ask for advice, assistance or to make a formal appeal in writing to the Scottish Information Commissioner within six months of receiving the outcome of a review. The Commissioner can be contacted at: Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS or at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

If following appeal to the Scottish Information Commissioner you still remain dissatisfied with the outcome, you have a right of appeal to the Court of Session on a point of law against the decision of the Scottish Information Commissioner.

Should you require any clarification about this letter or the right to request a review please contact me at the details at the top of the first page of this letter.

Yours sincerely

*Alison Flynn*

**Alison Flynn**  
**Freedom of Information Manager**

Standard Enclosures:  
Request For Review Form  
Procedure for review of decision notified