

Our reference: /FOI D9157

4<sup>th</sup> January 2019

[request-559038-526510f4@whatdotheyknow.com](mailto:request-559038-526510f4@whatdotheyknow.com)

K Dandy

Dear K Dandy,

**RE: FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST - REF: D9157**

Please find our Trust's response in relation to your request for information under the Freedom of Information Act.

*Please provide statistics about the total number of complaints made about community mental health services in the Trafford area provided by GMMHFT 2015 to present. In particular, please include:*

- 1. Number of complaints received regarding access to care act assessments and services for people with mental health needs*
- 2. Number of complaints received regarding access to a mental health assessment*
- 3. Number of complaints received regarding treatment and diagnosis*
- 4. Number of complaints received about access to, the provision of and discharge from CPA (care program approach)*
- 5. Number of complaints received about access to, the provision of and discharge from secondary mental health services*
- 6. Number of complaints received about s117 aftercare*
- 7. Number of complaints received relating to/ mentioning the attitude of trust staff or competence*
- 8. Please state the number of all complaint types above upheld, partially upheld and not upheld*

Please see attached.

*Please also provide statistics for:*

The Trust is committed to safeguarding children, young people and vulnerable adults and requires all staff and volunteers to share this commitment.

Greater Manchester Mental Health NHS Foundation Trust, The Curve, Bury New Road, Prestwich, Manchester M25 3BL Tel: 0161 773 9121.



Information Governance  
Department  
Freedom of Information Team  
Bury New Road  
Prestwich  
Manchester  
M25 3BL

Tel: 0161 358 1760  
Email: [foi@gmmh.nhs.uk](mailto:foi@gmmh.nhs.uk)

Web: [www.gmmh.nhs.uk](http://www.gmmh.nhs.uk)

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9. *The number of adults in Trafford who requested or were referred to you for a mental health assessment, how many of these assessments were actually provided and how many people were then a) provided with secondary care services, b) provided care coordination/ CPA, c) provided with services under the care act*

GMMH does not have a single mental health assessment used by all teams, assessments are specific to the team and referral. It is also difficult to ascertain at what point an assessment was carried out due to the multiple pathways into adult functional services, and also different operational ways of working. Information below is provided based on the status of referrals received from 01/01/2015 to present (27/03/2019) which were either accepted or not accepted.

	Trafford	2015	2016	2017	2018	2019
<b>Count of Referral ID</b>	<b>Accepted</b>	2268*	565	638	533	167
	<b>Not accepted</b>	318	874	855	1030	238

\*Please note that the Trust moved onto a new clinical system in 2015 and therefore this number includes existing referrals migrated onto the new clinical system.

Out of those 'accepted' referrals detailed above, referral allocation using the allocation type of 'CARE CO-ORDIN/RESPON CASE MGR' was as detailed below:

Trafford	2015	2016	2017	2018	2019
<b>Count of Referral ID</b>	1474	637	890	528	77

10. *The number of adults in Trafford with mental health needs who requested a care act assessment, and how many of these assessments were actually provided.*

GMMH does not have a specific 'Care Act Assessment' and the time needed to collate the information for this question, in addition to the other information requested, would exceed the appropriate limit and is therefore subject to an exemption in accordance with **Section 12 (1) of the Freedom of Information Act – the cost of compliance exceeds the appropriate limit.**

11. *The total number of carers assessments requested from carers of people with mental health needs in Trafford, the actual number who were provided with an assessment, and the total number who were then provided with a care plan/ services to meet their own needs as a carer*

Trafford Carers Centre are contracted to provide all carer's assessments where the person accessing services resides in Trafford. GMMH Trafford staff make a referral to the Carers Centre for the assessment or signpost the carer.

12. *The total number of adults in Trafford of people receiving s117 aftercare*

There is not a specific data field for recording s117 aftercare in our clinical system which means that we are unable to provide this information.

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*13. The total number of incidents and serious incidents occurring in patients under the care of the trust in Trafford*

<b>South Manchester &amp; Trafford**</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Grand Total</b>
All Incidents	292	368	448	504	86	1698
Serious Incidents	5	7	16	20	1	49

**\*\*Please note that GMW and MMHSC merged in 2017 to become GMMH. Figures for 2015-16 relate to Trafford services in GMW, figures for 2017-19 relate to Trafford and South Manchester services in GMMH. Due to the nature of recording in the GMMH incident reporting system, it is not possible to separate the Trafford data and therefore both have been included.**

*14. The total number of suicides of individuals under the care of the trust in Trafford*

<b>South Manchester &amp; Trafford**</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Grand Total</b>
Suicides	5	3	4	4	0	16

*15. The total number of suicides of individuals who were previously under the care of the trust in Trafford*

<b>South Manchester &amp; Trafford**</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Grand Total</b>
Suicides	0	2	0	1	0	3

*16. The total number of legal proceedings brought against the trust regarding access to and provision of community mental health services, including those which were settled prior to judicial review*

GMMH is not aware of any cases that would meet the parameters of this request in Trafford services.

I hope the information provided above is to your satisfaction. If you are unhappy with the way, the Trust has handled your request you may request an internal review.

If you require an internal review please write to Sarah McDonald, Head of IM&T Service Delivery, at the address above, who will arrange a review of your case.

If you are not happy with the outcome of the internal review you have the right to apply directly to the Information Commissioner: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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Yours sincerely

The FOI Team  
Freedom of Information Department  
Greater Manchester MH NHS Foundation Trust

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For any named personnel provided in this Freedom of Information response, they do not wish to receive direct marketing, to do so would contravene GDPR and the Data Protection Act 2018.

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