

Trust HQ
Edward Jenner Court
1010 Pioneer Avenue
Brockworth
Gloucester
GL3 4AW

Direct Tel: 0300 421 8414
E-mail: freedomofinformation@ghc.nhs.uk
Website: www.ghc.nhs.uk

DATE: 24/02/2020

Sent via e-mail to:-

George Gillett
<request-626497-cd8608ba@whatdotheyknow.com>

Dear Dr Gillett,

Freedom of Information Request – Ref: FOI 074-1920

Thank you for your recent Freedom of Information request. Please find our response below.

Is there a written policy about prioritising patients who have been referred to liaison psychiatry, or determining which referrals to accept?	Yes.
If so, is this policy made available to all (psychiatry and non-psychiatry) clinicians working within the general hospital? If so, please specify where (e.g. Trust intranet)?	The operational policy for the liaison team is hosted by Gloucestershire Health & Care NHS Foundation Trust but has been mutually agreed between Gloucestershire Hospitals NHS Foundation Trust, Gloucestershire Health & Care NHS Trust and GCCG and it reflects the service specification that all 3 parties have agreed. The acute Trust has a hyperlink embedded to GHC policies, providing access as and when required.
Please attach the policy document if possible.	Our policy is currently under review and therefore we cannot provide this.
When (if at all) was local practice last audited against this policy and what were the findings?	KPI monitoring, performance and activity are reported monthly within contract meetings with supplementary reporting for 4 hour (or greater) ED breaches. The 2 hour ED response KPI was achieved 80%, 24 hour was 92% at the end of last quarter. We are moving towards a direct CCG commissioning structure, rather than the current novated commissioning by Gloucestershire Hospitals NHS Foundation Trust.
At your Trust, how do doctors refer patients to liaison psychiatry for review (e.g. by telephone, by electronic referral system, by email, by fax)?	The primary referral source is telephone. We maintain a 24 hour presence so we can respond quickly and specialist referrals are added to individual caseloads for handover and completion. Referrals for MUS are made directly to Consultant Psychiatry via the RC's PA.

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Louise Moss
Associate Director of Corporate Governance
Gloucestershire Health and Care NHS Foundation Trust
Edward Jenner Court
1010 Pioneer Avenue
Gloucester Business Park
Brockworth
GLOUCESTER GL3 4AW
Tel: 0300 421 8321
E-mail: louise.moss@ghc.nhs.uk

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Freedom of Information Officer

On behalf of Gloucestershire Health & Care NHS Foundation Trust

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Or write to: OPSI, 102 Petty France, London SW1H 9AJ.