

**Information Governance**

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5<sup>th</sup> September 2022

**Our reference: FOI DA4281**

Paul Atkinson

By Email: [request-877525-eb87f2d9@whatdotheyknow.com](mailto:request-877525-eb87f2d9@whatdotheyknow.com)

Dear Paul,

I am responding to your request for information received **11<sup>th</sup> July 2022**. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



**Shuchi Joshi**  
Information Governance Coordinator – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1: 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, please inform me how many of the drop out referrals are followed up, when are they followed up and with what results.**

**Answer:** All of East London NHS Foundation Trust IAPT referrals where an individual does not attend are followed up. If an individual continues not to attend their referral will be closed after several attempts to engage with them and at that point no longer followed up. We have set our process out below for your information.

There are two main types of drop-out, either prior to initial appointment, or after the initial appointment. In both cases the service has protocols in place to maximise opportunities for re-engagement. There are also some cases where the service user is referred on to a more appropriate service and while this would not be considered a drop-out, it does mean that the service user does not complete treatment.

If the service user does not respond to the service when trying to book an initial appointment, the service makes 3 attempts to contact them by telephone. If these are not successful, the service sends a letter by post giving 14 days for the service user to contact us prior to being discharged. The service remains open to the service user to re-refer themselves at a later date if their circumstances change.

If a service user does not attend scheduled appointments their allocated therapist will attempt to make contact to re-engage them and book-in a further appointment and would only discharge if we are unable to contact them. Service users usually will be discharged if they do not attend 2 appointments without giving prior notice (except where there are specific mitigating circumstances) but the service remains open to re-referrals.

If the referral is not eligible or not suitable for IAPT, or if additional needs become apparent that need intervention from secondary care, then service user would be referred or advised to contact the more appropriate service.

The service makes multiple attempts to contact and re-engage service users prior to discharging as a drop-out, but once a service user has been discharged, we do not follow-up further. As noted above, services accept self-referrals and any service user who disengaged is encouraged to re-refer themselves should they wish to and feel able to re-engage in the future.



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