



# Department of Health & Social Care

Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London SW1H 0EU

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

Mr/Ms S Carroll  
[request-652188-9f0b1caf@whatdotheyknow.com](mailto:request-652188-9f0b1caf@whatdotheyknow.com)

20/04/2020

Dear Mr/Ms Carroll,

## **Freedom of Information Request Reference FOI-1212561**

Thank you for your request dated 25 March, in which you asked the Department of Health and Social Care (DHSC):

*"Dear Department of Health and Social Care, Ms Frank*

*In this case could you provide me with current waiting times for each CCG CMHT non emergency patients as Government information suggest there are clarified waiting time within the CCG's Nationally how long it the National guidelines say it should take to see a Mental Health Professional other than CPN's.*

*Yours faithfully,  
S Carroll"*

Your request has been handled under the Freedom of Information Act (FOIA).

DHSC does not hold the information requested. This information is not collected centrally as there is currently no access and waiting time standard for this activity.

There are currently no national guidelines prescribing waiting times to see a mental health professional other than community psychiatric nurses. The NHS is currently testing how to achieve a 4-week waiting time standard for adult community mental health services.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be submitted within two months of the date of this letter and sent to [FreedomOfInformation@dhsc.gov.uk](mailto:FreedomOfInformation@dhsc.gov.uk), or to the address at the top of this letter.

Please remember to quote the reference number above in any future communication.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

The ICO can be contacted at:

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

<https://ico.org.uk/concerns/>

Yours sincerely,

Le-Anne Frankson  
Freedom of Information Officer  
[FreedomOfInformation@dhsc.gov.uk](mailto:FreedomOfInformation@dhsc.gov.uk)