

Freedom of Information Request

Reference Number: EPUT.FOI.20.1648
Date Received: 7th September 2020

Information Requested:

This is a request for information regarding my local Adult Mental Health Services in Essex. Specifically the Specialist Psychosis Team at The Gables 17 Bocking End Braintree Essex CM79AE. Telephone number 01376 522300.

Please can you advise me of the following :

1. How many telephone calls were made to the telephone number stated above (01376 522300), between the hours of 9am and 5pm Monday to Friday each month in 2020, January through to July Inclusive.

January – no historical record

February – Total 23

March - Total 159

April – Total 42

May - Total 157

June - Total 199

July - Total – 913

2. During the time periods stated in point 1 (between the hours of 9am and 5pm Monday to Friday each month in 2020, January through to July Inclusive), of these calls how many were answered by a live operator and how many were directed to a recorded message?

January – No historical record

February – Calls connected:16 Not answered:7

March - Calls connected:33 Not answered:126

April – Calls Connected:13 Not Answered:29

May - Calls Connected:64 Not Answered:93

June - Calls Connected:81 Not Answered:108

July - Calls Connected:71 Not Answered:273

Please Note:

- The Covid-19 impact from March resulted in significant pressure on the team both in regards to increased call volumes and working practices. The Trust is in the process of ensuring that unanswered calls are automatically routed to the EPUT 111 crisis service for triaging
- The 111#2 was launched in March for Mental Health crisis calls in response to the demand and has been well received having taken over 20,000 calls since launch

- The figures for June and July in Question 2 do not equal the total amount of calls listed in Question 1. This is because Question 2 asks for calls answered and calls that went to recorded message. The remainder of the total represents calls were abandoned (hung up) by the caller
3. How many telephone calls were made to the telephone number stated above (01376 522300), between the hours of 9am and 5pm Monday to Friday each month in 2019, January through to July Inclusive.
The Trust is unable to provide a response as no historical record prior to February is held
 4. During the time periods stated in point 3 (between the hours of 9am and 5pm Monday to Friday each month in 2019, January through to July Inclusive), of these calls how many were answered by a live operator and how many were directed to a recorded message?
The Trust is unable to provide a response as no historical record prior to February is held
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Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>