Freedom of Information Request

Reference Number: EPUT.FOI.20.1689
Date Received: 12th October 2020

Information Requested:

I would like to submit a Freedom of Information request to gather the below information for the time period of March 2019 – April 2020:

1. Population served
   The population for the 7 CCGs served by the Trust is 1,915,758
   (Source: ONS data)

2. No. of inpatient beds (MH and Community)
   There are a total 834 inpatient beds as at 30/4/2020 for MH and Community

3. No. of patients cared for
   Between 01/03/2019 – 30/04/2020 – 6,896 Admissions to the Trust

4. No. of community contacts
   Between 01/03/2019 – 30/04/2020 – 2,576,401 attended contacts (MH, Community and IAPT)

5. No. of outpatient appointments
   Between 01/03/2019 – 30/04/2020 – 16,160 attended appointments

6. No. of staff
   As at 30/04/2020
   Permanent – 5,051
   Bank – 1,705

7. Annual Funding
   £301m
   Please note this is the funding for patient care activities only as per annual account

8. No. of complaints received:
   01/03/19 - 30/04/2020 - 334

9. No. of those complaints upheld
   Partially Upheld - 184
   Upheld - 26

10. No. of resolved complaints
    01/03/19 - 30/04/2020 - 332

11. Timeframe for resolving complaint
    Internal target is 30 Working Days (6 weeks) but this is not an NHS regulation
12. No. of complaints responded to within timeframe
   116

13. No. of PALs contacts or concerns
   01/03/19 - 30/04/2020 – 1,295

14. No. of referrals to the Ombudsman
   19 cases were referred to the PHSO for Assessment. Out of these 19 cases, 5 cases were taken forward as investigations by the PHSO

15. PALs service on offer (whether your Trust has a PALS service available to service users and carers)
   Yes

16. No. of serious incidents
   Between 01/03/2019 – 30/04/2020 - 111 serious incidents were recorded across all EPUT services

17. Deadline for responding to Serious incidents
   NHS England requests that wherever possible, SI investigations should be completed within 60 days. However the Trust’s Commissioners put in place an amended process in March 2020 due to the Pandemic and responses required from NHS frontline workers and most investigations were “stop-clocked” until the end of May 2020

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