

## Freedom of Information Request

---

**Reference Number:** EPUT.FOI.20.1689  
**Date Received:** 12<sup>th</sup> 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>