

## Freedom of Information Request

---

**Reference Number:** EPUT.FOI.24.3415  
**Date Received:** 7<sup>th</sup> March 2024

---

### Information Requested:

I would like to submit a freedom of information request.

1. I would like to know the number of daily calls made to the NHS urgent mental health helpline at your Trust since the helpline was established in May 2020.

The table below shows the average number of calls received per day from the NHS 111 Mental Health Option line from May-20 to Feb-24.

	May20-Apr21	May21-Apr22	May22-Apr23	May23-Feb24
Average Daily Calls	103	121	135	148

---

### 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>