

Freedom of Information Request

Reference Number: EPUT.FOI.23.2811
Date Received: 25 January 2023

Information Requested:

Please could I request the following information Under the Freedom of Information Act?

1. The number of calls your NHS mental health trust received on its urgent mental health helpline for each month of the years i) 2022, ii) 2021, iii) 2020

See table below, please be advice that as the service commenced in April 2020 there is no data included for January to March 2020. Prior to this all calls came through one number and we cannot report on urgent calls only.

NHS 111 Mental Health Calls					
2020	Calls	2021	Calls	2022	Calls
		Jan-21	3,474	Jan-22	4,189
		Feb-21	3,356	Feb-22	4,152
		Mar-21	4,064	Mar-22	4,793
Apr-20	2,621	Apr-21	3,909	Apr-22	4,359
May-20	2,879	May-21	4,137	May-22	4,602
Jun-20	2,908	Jun-21	3,701	Jun-22	4,347
Jul-20	2,976	Jul-21	3,957	Jul-22	4,242
Aug-20	3,153	Aug-21	3,686	Aug-22	4,467
Sep-20	3,150	Sep-21	3,731	Sep-22	4,249
Oct-20	3,364	Oct-21	3,321	Oct-22	4,180
Nov-20	3,304	Nov-21	3,525	Nov-22	4,066
Dec-20	3,965	Dec-21	3,664	Dec-22	4,094
TOTAL	28,320	TOTAL	44,525	TOTAL	51,740

2. The number of referrals made for a face to face assessment after someone called your urgent mental health helpline by your NHS mental health trust for each month of the years i) 2022, ii) 2021, iii) 2020
All calls that are received by the NHS 111 Crisis Line are dealt with at time of the call.

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>



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