Freedom of Information Request 20 237

Our Reference: FOI 20 237 / AA / LP
Name:
Date: 4ᵗʰ February 2021
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I am writing to request the following information about adult mental health services in the Humber NHS Foundation Trust under the Freedom of Information Act 2000. We are asking all Mental Health Trusts about changes to the delivery of their mental health services over the last year to inform understanding of how services have adapted during the pandemic.

I would be grateful if you could provide me with information on the following:

1.   Contacts by consultation medium
a.   (i) The total number of contacts you have had with adults (18s and over) accessing help for their mental health broken down by consultation medium in September, October and November 2019 and September, October and November 2020:
Humber Teaching NHS Foundation Trust ("the Trust") can provide the following information:

All Contacts	Sep 2019	Oct 2019	Nov 2019	Sep 2020	Oct 2020	Nov 2020
Face to face	10784	11739	11364	5950	6281	5115
Telephone	4176	4635	4513	10027	10109	10863
Telemedicine Web Camera	0	0	0	1034	1172	1474
Talk type	0	0	0	0	0	0
Email	27	19	16	15	11	7
Text	2	0	2	1	0	0
Other	0	0	0	0	0	0
Missing	0	0	0	0	0	0
Total	14989	16393	15895	17027	17573	17459

(ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach
The Trust is unable to breakdown this information by ethnicity as ethnicity is not recorded against all mental health contacts.

b. **(i)** The number of contacts you have had with adults (18s and over) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium in September, October and November 2020

The Trust can provide the following information:

Improving Access to Psychological Therapies	Sep 2019	Oct 2019	Nov 2019	Sep 2020	Oct 2020	Nov 2020
Face to face	1199	1373	1261	22	29	35
Telephone	533	782	716	2412	2415	2160
Telemedicine Web Camera	0	0	0	441	500	535
Talk type	0	0	0	0	0	0
Email	27	19	16	15	11	7
Text	2	0	2	1	0	0
Other	0	0	0	0	0	0
Missing	0	0	0	0	0	0
Total	1761	2174	1995	2891	2955	2737

(ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

The Trust is unable to breakdown this information by ethnicity as ethnicity is not recorded against all mental health contacts.

c. **(i)** The number of contacts you have had with adults (18s and over) supported by Community Mental Health Teams broken down by consultation medium in in September, October and November 2019 and September, October and November 2020:

The Trust can provide the following information:

Community MH Team contacts	Sep 2019	Oct 2019	Nov 2019	Sep 2020	Oct 2020	Nov 2020
Face to face	9585	10366	10103	5928	6252	5080
Telephone	3643	3853	3797	7615	7694	8703
Telemedicine Web Camera	0	0	0	593	672	939
Talk type	0	0	0	0	0	0
Email	0	0	0	0	0	0
Text	0	0	0	0	0	0
Other	0	0	0	0	0	0
Missing	0	0	0	0	0	0
Total	13228	14219	13900	14136	14618	14722

(ii) Are you able to provide a breakdown of the above information by ethnicity? If so, please include / attach.

The Trust is unable to breakdown this information by ethnicity as ethnicity is not recorded against all mental health contacts.

2.   Assessment of digital / remote delivery of services

a.   Following the increase in remote provision of services, has the Trust undertaken a formal evaluation of the remote delivery of services, including outcomes and patient satisfaction?

b.   How have you ensured plans to deliver services remotely have been co-produced with people who use the services?

The Trust's Patient Experience Team carried out a survey in June 2020 across 6 teams; Market Weighton GP Surgery, Mental Health Response Service, North Point GP Surgery, Paediatric Therapies, PSYPHER (Psychosis Service Hull and East Riding) and Whitby District Nursing Team.

To respond to the coronavirus (Covid-19) pandemic, the Trust had to change the way in which it delivers many of the services it provides. We sought the views of our patients, service users and carers through an online survey to find out how or if individuals have been affected by these changes; for example, what it is like going from face to face appointments to digital appointments, such as video consultations.

Evaluation of Positive Themes
- More regular/increased contact with services
- Assessments without leaving the house are so valuable
- Virtual technology is very efficient
- Keep virtual technology post Covid-19
- Virtual technology has prevented isolation and loneliness

Evaluation of Negative Themes
- Isolation and loneliness due to not seeing people face to face
- Some patients/service users/carers did not feel that they had adequate IT equipment to access virtual appointments
- Missing face to face appointments
- Missing face to face groups

The information was shared with the Trusts operational team included the following recommendations:

(i) To enhance face to face contact with the choice of virtual technology; this choice should be an enhancement to face to face appointments/groups and not instead of
(ii) To ensure patients, service users and carers are provided with adequate IT equipment to support their appointments
(iii) To ensure patients, service users and carers are given the right level of training to support them in accessing appointments

A Health Inequalities and EDI Working Group has been established where digital poverty has been included in the work plan for discussion and action.

3.   Plans for 2021

a.   Are you planning to deliver a higher, lower or similar proportion of digital / remote services in 2021 compared with 2020?

As an organisation digital / remote service delivery has only been introduced where it is considered that this would not impact on the quality of experience or outcome for the service user. On that basis, it is expected that the number of digital/remote contacts will largely remain the same; this will only be affected by user and clinician choice, where a face to face contact is a service user's preferred method of contact and where the method of delivery is felt to be of benefit to the patient.

b. Please give further detail.

All healthcare providers including the Trust were required to identify opportunities in all services where digital or remote consultations or assessments could take place in response to the impact of the Covid-19 pandemic to keep both patients and staff safe. In all circumstances, the introduction of remote or digital solutions was only considered where it was felt appropriate, safe and where effective outcomes were possible using different media.

Whilst the restrictions remain nationally, the delivery of services will continue digitally/remotely and it is expected to be the case throughout a significant period of 2021.

As an organisation moving forward, we will listen to our service users. Many have found the introduction of digital/remote delivery both effective and convenient, whilst others have missed the social contact of face to face consultations, assessments or groups. On this basis, we will:
-Support those who want to use IT to improve their digital capabilities and receive remote contacts with the Trust
-Offer face to face contacts (once safe to do so) for those service users who benefit personally from the contact
-Continue to provide a digital option for service users who like the efficiency and convenience that digital/remote contact provides.

The Trust will use the feedback from our patients and staff during the Covid-19 pandemic to ensure that the new face of service delivery is centred around our learning both from the positive and negative experiences which have been encountered over the last 12 months.

Kind regards,

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https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm