

17 July 2018

Our Ref: RFI 24023

Dear

**Freedom of Information Act 2000
Information in relation to attendances at mental health hubs/wellbeing centres**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 25 June 2018.

A response to each of the questions raised has been provided by the Adult Services & Prison Healthcare Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Victoria Smith
Information Governance Assistant

Q. I would like a breakdown of the number and percentage of people that were referred by their GP but did not attend their initial appointment in the mental health hubs and/or wellbeing centres within your trust area. So, they received an initial assessment appointment but did not attend.

I would also like the number and percentage of people who attended their initial assessment at the mental health hubs and/or wellbeing centres within your trust area but who did not complete the treatment/support that they were allocated. I would like the below request for data for the past five financial years.

A. The Wellbeing Hub only commenced in 2015, as such we can only provide data from this date. Please see Table 1 below for information requested from 1 April 2015 to 10 July 2018.

Table 1

Year	Total Number of referrals to the Wellbeing Hub	Total Number of 'Opt In' DNAs	Total Number of referrals to Service Providers following Wellbeing Hub Assessment	Total number of Service Provider DNAs	Other Comments
2015/2016	119	30 (25%)	66	32 (48%)	The remaining 23 people were either 'stepped up' to Mental Health Services or signposted on to other groups/organisations
2016/2017	774	235 (30%)	449	185 (41%)	The remaining 90 people were either 'stepped up' to Mental Health Services or signposted on to other groups/organisations
2017/2018	1435	492 (34%)	508	77 (15%)	The remaining 435 people were either 'stepped up' to Mental Health Services or signposted on to other groups/organisations
2018 – to date	453	92 (20%)	105		