

07 April 2022

**Our Ref:** RFI 43306

Dear

**Freedom of Information Act 2000  
Information in relation to Primary Care Talking Therapy Hubs**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 25 February 2022. Please accept my apologies for the delay in responding to your request, due to the impact of Winter Pressures that the Trust is currently facing. Thank you for your understanding and forbearance of this matter.

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](mailto: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 –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. 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

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**Rebecca Manning**  
**Information Governance Assistant**

**For Primary Care Talking Therapy Hubs. Please provide the following information for the period April – December 2021:**

**Q1. No of referrals received?**

A1. Please see Table 1.

Table 1

April 2021 to December 2021	
Hub	No. of Referrals Received
Lisburn Wellbeing Hub	1322
Ards, North Down & Down	1007

**Q2. Breakdown of waiting time data, measured from referral received from the GP to first appointment, as follows:**

- a. **Longer than 1 month**
- b. **Longer than 3 months**
- c. **Longer than 6 months**
- d. **Longer than 12 months**

A2. The longest waiting time for referrals received from the GP to the first appointment for the above listed periods was 6 weeks.

**Q3. Average number of sessions provided?**

A3. The average number of sessions routinely provided is 6. Please see Table 2 for breakdown per Hub.

Table 2

April 2021 to December 2021	
Hub	Average No. of Sessions Provided to Clients
Lisburn Wellbeing Hub	5
Ards, North Down & Down	5-5.7

**Q4. Breakdown of modality utilised i.e. face to face, video, telephone.**

A4. Each Service provider within the Trust offers a range of face to face, video and telephone based sessions. This is a client-led choice with some clients choosing a mixture of modalities.

The Lisburn Wellbeing Hub ratio is approximately 70% telephone, 25% video and 5% face to face.

The Ards, North Down and Down ratio is approximately 1% face to face, 59% telephone and 40% video.

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Appendix A

**Q5. Outcomes of treatment recorded?**

A5. Outcomes are recorded using CORE Net and reliable change. For the most recent Scorecard please see Attachment 1 - OBA Scorecard January 2021 to March 2021.

**Q6. Demographic and geographic data.**

A6. Both of the Trust Wellbeing Hubs accept referrals for any person age 18 and over presenting to a General Practitioner with step 1-2 of the Stepped Care Model mental health issues within the Lisburn catchment area.

**Q7. Details of geographic areas currently not serviced by the PCTT Hubs.**

A7. All areas of the Trust have access to a Wellbeing Hub.

**Q8. Work undertaken to expand the capacity and reach of the PCTT Hubs during 2021/22?**

A8. Additional funding for £255,000 was secured non-recurrently in 2021/2022 to expand Wellbeing Hubs in to the Ards, North Down & Down area.

Health Development secured £210,000 to implement the Ards & Down Wellbeing Hub in February 2021 and an additional £45,000 from the local commissioning group to address the waiting list.

**Q9. Budget and anticipated underspend for 2021/22**

A9. There is no anticipated underspend for 2021/2022. Please see Table 3 for the budget.

Table 3

Hub Locality	Salaries & Wages (£)	Goods & Services (£)	Total (£)	Funding Status
Lisburn	£93,870	£167,567	£261,437	Recurrent
Ards North Down & DDown		£255,000	£255,000	Non Recurrent

**Q10. Projected budget for 2022/23.**

A10. The budget for 2022/2023 will remain the same for the Lisburn Wellbeing Hub.

There are no recurrent funding for Ards, Down & North Down Wellbeing Hub in 2022/2023.