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**Our Ref: FOI 7702**

**Date:** 7<sup>th</sup> August 2018

Dear Sir/ Madam

**Re: Freedom of Information Request**

Further to your recent Freedom of Information request regarding Psychological Therapies, please see below our response to your request.

Request:

I am writing to request data under the Freedom of Information (2000) regarding the length of time between referral and starting treatment for psychological therapies, for patients referred in July 2018. I include in this all talking therapies offered within your service, and all methods of referral. If this data is unavailable, I would like to know the current median average time a patient will spend on a waiting list before receiving psychological therapy.

Response:

Please redirect your enquiry to Lancashire Care, who is the Provider of our commissioned IAPT services. They can be contacted via [Lisa.woods@lancashirecare.nhs.uk](mailto:Lisa.woods@lancashirecare.nhs.uk) and [rubina.chaudry@lancashirecare.nhs.uk](mailto:rubina.chaudry@lancashirecare.nhs.uk).

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, [sthelensccg.foi@nhs.net](mailto:sthelensccg.foi@nhs.net) within 40 days of receipt of the response.

If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,

A handwritten signature in cursive script that reads "Angela Delea".

**Angela Delea**  
**Associate Director – Corporate Governance**  
**NHS St Helens Clinical Commissioning Group**