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Matthew Hall  
Chief Operating Officer  
Herefordshire and Worcestershire Health and Care Trust  
2 Kings Court  
Charles Hastings Way  
Worcester  
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23rd February 2023

Dear Matthew,

Thank you for attending our Public Board Meeting and providing an update on Mental Health services in Worcestershire. We have been able to consider the information provided in your presentation slides and would like to raise the following questions for clarification.

We note your slides relating to the IAPT Healthy Minds service, provide data relating to Herefordshire and Worcestershire, can we please have data specific to Worcestershire that includes numbers of patients rather than percentages. We would like to know how many referrals are received on a monthly basis and how many assessments are completed per month.

We would also like to understand how the numbers of patients map across health hot spots in Worcestershire.

Could we please have copies of letter templates used by Healthy Minds to communicate with patients during their time with the service, including letters sent to patients who are waiting for assessment. We are particularly interested in copies used from August 2022 to current time. Can you advise what happens to people who don't attend their assessment appointments? In addition, can you advise us if there has been any change to your discharge criteria since June 2022.



Directors: Jo Ringshall, Simon Adams,  
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In relation to slides for the 24/7 Urgent Mental Health Helpline, could you please provide monthly data for Worcestershire broken down by Triage Categories.

Thank you for your assistance with our further request, it would be helpful if we could have your response by 20<sup>th</sup> March 2023. We look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to be 'SA', written on a light blue background.

Simon Adams  
Managing Director  
Healthwatch Worcestershire

