

Dear Mr Butters,

Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 27th March 2017.

You Asked for:

- 1) **How many complaints have you had about poor Mental Health treatment in the last four calendar years?**

| Calendar Year | Number of Complaints |
|----------------------|-----------------------------|
| 2014 | Not applicable * |
| 2015 | 4 |
| 2016 | 4 |
| 2017 to date | 5 |

* Complaints during this period were managed by Cheshire and Merseyside Commissioning Support Unit and therefore we do not have access to this information.

- 2) **How many complaints were about a) young people's b) adult mental health?**

| Calendar Year | Young Peoples Mental Health | Adult Mental Health |
|----------------------|------------------------------------|----------------------------------|
| 2014 | N/A (see response to question 1) | N/A (see response to question 1) |
| 2015 | 1 | 3 |
| 2016 | 0 | 4 |
| 2017 to date | 1 | 4 |

- 3) **For the last four calendar years can you break down the complaints? (Eg poor quality care, lack of staff, complaints over drugs given to family members.)**

During the past 4 years we have received complaints in the following categories:

| Category | Number received |
|--------------------|------------------------|
| Waiting Times | 4 |
| Attitude | 1 |
| Care and Treatment | 2 |
| Appointment | 3 |

| | |
|-----------------------------|---|
| Communication & Information | 1 |
| Other | 2 |

4) How much has your CCG allocated for Mental Health treatment in the last four years. Can I have it a) global sum b) per person in the population c) per mental health user d) global sum for young people e) per young mental health user?

NHS Wirral Clinical Commissioning Group has allocated the following for Mental Health Treatment for the last four years (this data is from the CCG's Programme Budgeting annual returns to NHS England, PFR4):

a) Total spend

| Year | £ |
|-------|-----------------|
| 13/14 | 56 million |
| 14/15 | 56 million |
| 15/16 | 54 million |
| 16/17 | Not yet started |

Please note there is no data for 2016/17 as the programme budget does not start until final accounts have been completed.

b) Per head of population

| Year | £ |
|-------|--|
| 13/14 | 169.50 |
| 14/15 | 168.52 |
| 15/16 | 162.57 (reduction due to new prime provider model) |
| 16/17 | Not applicable |

NHS Wirral Clinical Commissioning Group is unable to provide an answer to question 4c, 4d and 4e as the date collected does not provide for age classification.

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