

Our Ref: ID 1511

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request – Deaf Mental Health Provisions

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 19th September 2019.

You Asked for:

1. Do you fund talking therapies for deaf patients?
2. Please see below:
 - a. How many Individual Funding Requests (IFR) have you received regarding mental health treatment for British Sign Language (BSL) users and separately, patients who are registered deaf?
 - b. For each of those groups, how many of the IFR requests were accepted and denied?
 - c. For each request that was denied, what were the reason(s) given at the independent panel?
3. Which clinical provision(s) were requested on each IFR application form in connection to question 2?
4. For each IFR application in connection to question 2, please list the patients ages at the time of submission; gender; and ethnicity.
5. Please could you list the name(s) of any organisation(s) patients were referred to for treatment?
6. How many IFR applications, for all patients, were accepted and denied each year by your CCG?
7. Which mental health services commissioned by your CCG are fully accessible to BSL users? Please give details.
8. Please provide a list of the 2018/19 Improving Access to Psychological Therapies (IAPT) providers managed under your CCG.

Our Response:

1. Yes, provisions for clients requiring British Sign Language (BSL) services is part of the requirements of the service.
2. Please see the information provided on the spreadsheet (Question 2 Tab) for the following:
 - a. 25 applications were received between April 2015 and March 2019.
 - b. 14 applications were approved and 11 were not approved.
 - c. Of the 11 applications that were not approved, 3 applications were declined because there was insufficient information provided within the application form. 7

applications were declined because the applicant had requested funding for a private provider to provide BSL counselling for the patient, but at the time the application was processed, counselling for hearing impaired patients who communicate via BSL was available from the Clinical Commissioning Groups (CCG's) commissioned Mental Health provider. Accordingly, the applicant in each case was advised to refer the patient to the commissioned service or resubmit a further application explaining why the existing service did not meet the patients' needs and explain how the patient was clinically exceptional when compared with other patients in a similar clinical position. 1 application was declined because the patient was requesting 1-2-1 counselling, whereas the commissioned service placed a third party signer in the room with the counsellor and the patient – please note that further information was provided in respect of this patient and subsequently this request for 1-2-1 counselling was approved (as can be seen from the table).

3. Please see the information provided on the spreadsheet (Question 3 Tab).
4. Please see the information provided on the spreadsheet (Question 2 Tab), which provides the age and gender of each applicant. The Individual Funding Request (IFR) team do not record details of a patient's ethnicity and the IFR application form in circulation at that time did not request information regarding a patient's ethnicity.
5. 24 applications requested BSL counselling from SignHealth, one application requested Axia as the provider. The patients whose applications were rejected were signposted to the local Wirral commissioned service "Inclusion matters".
6. Please see the information provided on the spreadsheet (Question 6 Tab) which provides the number of applications received each year, reported by outcome.
7. For this time period, all Mental Health services commissioned by NHS Wirral CCG were accessible through use of BSL translators, though this did pose challenges in delivery of services and for individuals receiving treatment.
8. For the period 2015 – 2019, the commissioned Improving Access to Psychological Therapies (IAPT) provider was Inclusion Matters Wirral.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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