From: Freedom of Information  
Sent: 29 July 2021 16:06  
To:  
Subject: Freedom of Information Response (Our Ref: K/21/156)  

Dear  

Freedom of Information Response (Our Ref: K/21/156)  

Thank you for your Freedom of Information (FOI) request dated 26 March 2021, reference K/21/156. Please accept our sincere apologies for the delay in responding to your request.

Your request read:

“In regards to my FOI request I was referring to the universities health care services.

Could I still request this information for waiting times for appointments? Here are my questions again:

• Waiting time for each patient in the month of November for the years 2018, 2019 and 2020. Please categorise by department eg, neurology, oncology, mental health.
• Number of appointments made in the month of November for the years 2018, 2019 and 2020, listed by department.

I understand the health care service may not have oncology and neurology departments, however, I would appreciate if you could guide me in the right direction with this question and still categorise them by whichever departments you may have- or if none, as a more general answer.

The University of Leeds holds some information relevant to your request.

The University does not operate a physical health service (e.g. doctors practice, urgent care centre or similar), and as such we do not hold any information relevant to physical health.

We do offer a Student Counselling and Wellbeing service, which offers appointments. The information we hold is therefore limited to this service.

Waiting times  
Due to the ongoing coronavirus pandemic, the vast majority of staff are working remotely. Access to campus is strictly limited to those who need to be on site in order to carry out essential activity, in order to limit numbers and therefore reduce the risk of transmission of the virus.

For information security purposes, not all information is available off-campus, and as such we are not currently able to access information in relation to waiting times for November 2018 or November 2019.
In relation to November 2020, we can advise that waiting times depend on the type of appointment. We offer 30 same day/Drop-In appointments weekly, bookable each morning from 9am. In the 2020/21 academic year to the date of your request, there have only been two occasions when all six drop in sessions were filled in a day; otherwise there has been daily availability throughout. In addition, between 20 and 30 rapid access priority wellbeing, counselling and mental health appointments are available weekly. These appointments are booked within 24 to 72 hours of students contacting us. Routine appointments are booked up to three weeks in advance. We operated a short (40 students) waiting list for counselling appointments for two weeks in mid-November.

Students who are waiting for routine appointments are contacted on a rolling basis as each week new appointments become available. No one on has waited more than seven working days to be contacted with the offer of an appointment this academic session, with all students waiting offered Same Day Drop In sessions while they wait.

**Appointments**

We received 21 self-referrals for an appointment with a Mental Health Advisor in November 2020. A total of 24 initial Mental Health Advisor appointments took place in November 2020. These figures do not match because self-referrals received at the end of October 2020 are likely to have generated appointments in November, while self-referrals received at the end of November are likely to have generated appointments in December.

We received 362 counselling and wellbeing self-referrals in November 2020. A total of 218 counselling and 131 wellbeing initial appointments took place in November 2020. As above, it is to be expected that the number of appointments do not match the number of referrals received.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

**Post:**
Mr D Wardle  
Deputy Secretary  
The University of Leeds  
Leeds  
LS2 9JT

**Email:**
foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).
If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

**Chloe Wilkins**
Freedom of Information Officer

Secretariat
University of Leeds