

# GIRFT MH ED Breach Analysis Tool

## Overview

### **GIRFT Mental Health Emergency Department Breach Analysis Tool - Overview & Information Governance**

NHS England's Getting It Right First Time (GIRFT) programme for Adult Acute Mental Health is a national initiative to support improvement in mental health crisis care across England. The programme has developed a **Breach Analysis Tool** to better understand the key drivers of delays across the journey for mental health patients experiencing stays in excess of 12-hours in Emergency Departments.

The tool is designed to collect both qualitative and quantitative data to generate benchmarked, actionable insights. While most of the required data is currently held locally by providers, it is not routinely submitted to national datasets. This tool aims to address a significant national data gap and improve national oversight of pressures on urgent and emergency mental health services, variation in performance, and patient experience, including prolonged waits.

#### **Scope of data collection**

This online survey will initially be conducted as a one-off, time-limited collection exercise with participating sites in the GIRFT MH UEC programme ahead of wider national rollout. There will be two data collection periods:

**June 2026**

**January 2027**

Each provider is asked to submit data for **10 consecutive patients** who experienced a **12+ hour ED breach** (where their primary reason for attendance was mental health related). Further information on how to complete this survey can be found on the following page.

#### **GIRFT Programme – Information Governance Notice**

##### **Why are we collecting this data?**

The results from the questionnaire will support NHS England's duty under the Health and Care Act 2022 to protect and promote the interests of people who use health services by supporting the provision of care that is economic, efficient, and effective.

GIRFT is a national programme overseen by NHS England that aims to improve quality and patient outcomes through peer-to-peer discussions with clinicians and managers in trusts, alongside engagement with wider system partners. It combines comprehensive data analysis with clinical expertise to review current practice and identify opportunities for improvement.

##### **How will the results be used?**

Survey responses will be used to:

- Analyse and identify benchmarked, actionable insights
- Improve oversight of system pressures, variation in performance, and patient experience

- Inform development of key metrics for routine national collection and submission
- Support GIRFT peer review and implementation discussions across organisations and systems
- Inform recommendations in the GIRFT MH UEC national report and related clinical publications

### **The type and level of data being collected**

The questionnaire will not collect patient identifiable or patient-level data.

The questions cover both quantitative and qualitative themes. Most responses are either yes/no or numerical, which GIRFT may use for benchmarking analysis.

The questionnaire may request the name and contact details of the individual submitting responses. This information will be used only to enable follow-up for clarification where required and will not be shared more widely.

### **Who will access the data and how will it be shared?**

The results from the questionnaire will be stored within secure IT systems managed by NHS England.

Access to the data will be restricted to authorised GIRFT staff with appropriate permissions to use the data for NHS England purposes.

The data environment is regularly backed up, and information will be retained only for as long as required to support the delivery and implementation of the GIRFT programme.

Data may be shared internally within NHS England, including with regional and national teams, to support wider efficiency and productivity programmes and the delivery of statutory responsibilities.

Data may also be shared with other NHS organisations where necessary to support pathway coordination, service improvement, and improved outcomes and productivity.

### **Data quality and validation**

NHS England will not routinely validate individual responses. Providers are responsible for ensuring that all submitted data is accurate, complete, and has undergone appropriate internal assurance processes prior to submission.

### **Key principle**

This Self-Assessment Tool is intended as a developmental resource to support improvement. It is not a performance management or inspection tool.

Honest and evidence-based self-assessment is essential to ensure meaningful insights and to support improvement across providers and systems.

## **Why your views matter**

This survey provides the opportunity to build a rich national dataset on delays for mental health patients in Emergency Departments - something that does not currently exist at this level of detail.

Your participation will:

**Identify the true drivers of delay across the patient pathway**

Moving beyond assumptions to pinpoint where delays actually occur (e.g. assessment, MHA processes, bed availability, discharge)

**Shape national improvement priorities and policy**

Findings will directly inform GIRFT recommendations, national guidance, and future expectations for Mental Health Urgent & Emergency Care systems

**Support the development of better data standards**

Helping define what should be routinely captured in EPR systems and national datasets going forward

**Enable benchmarking and shared learning across systems**

Allowing services to compare patterns, identify variation, and learn from high-performing models

**Strengthen local cases for change**

Providing robust evidence that organisations can use to support business cases, pathway redesign, and investment decisions

**Improve outcomes and experience for patients in crisis**

Ultimately reducing time spent in ED, improving flow, and supporting faster access to appropriate care environments.

 **Every submission contributes directly to a clearer national picture and more targeted, evidence-based improvement.**

# How to complete the survey

## What are we asking you to do?

This is a time-limited, one-off data collection, with two planned collection periods:

**June 2026**

**January 2027**

Providers are asked to submit data on **10 consecutive patients** who experienced an **ED stay exceeding 12 hours** where the **primary reason for attendance was mental health-related**

Please submit **one completed form per patient**. Each survey should take around ~20 minutes to complete, depending on data availability.

## Pilot Feedback – Important Considerations

We would like to thank colleagues at County Durham and Darlington NHS Foundation Trust and Tees, Esk and Wear Valleys NHS Foundation Trust for piloting this tool. Their insights have informed improvements to reduce burden and improve usability.

Data can be collected retrospectively or prospectively. Prospective collection is recommended where feasible, as some fields (e.g. timestamps) may not be routinely recorded.

Where data is unavailable, please select “Not recorded”. This tool is designed to support improvements in future documentation and EPR capture

To support completion:

We recommend collecting data in advance using a spreadsheet template (PDF available in the Fact Bank - if you require an Excel format please contact [suzannah.davies1@nhs.net](mailto:suzannah.davies1@nhs.net))

Use a nominated administrator to submit responses where possible

Refer to the Fact Bank in the chronology section for definitions and guidance to ensure consistent interpretation

## Providing Accurate Data

This is not a performance management or inspection tool - there is no “pass” or “fail”.

Providing accurate, honest data is essential to:

Identify meaningful drivers of delay

Support local, system, and national improvement

Ensure the findings reflect real operational challenges

## Information Governance

Do not include patient identifiable information

Follow local information governance processes

Completion may require collaboration between acute and mental health provider teams

## Supporting Comments

Where relevant, please use free-text responses to:

- Provide additional context
- Explain variation or local factors
- Highlight risks, constraints, or dependencies
- Share examples of good practice or gaps

## Contents

- Respondent details
- Overview/ Context
- Demographics/ History
- Chronology
- Reflections
- Submission

## Related information

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### GIRFT 12+ hour MH ED Breach Analysis Tool

#### Overview

##### **GIRFT Mental Health Emergency Department Breach Analysis Tool - Overview & Information Governance**

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###### **How will the results be used?**

Survey responses will be used to:

- Analyse and identify benchmarked, actionable insights
- Improve oversight of system pressures, variation in performance, and patient experience

## Respondent details

1 Which Acute Trust are you responding on behalf of?

Please select only one item

- Airedale NHS Foundation Trust
- Ashford and St Peter's Hospitals NHS Foundation Trust
- Avon and Wiltshire Mental Health Partnership NHS Trust
- Barking, Havering and Redbridge University Hospitals NHS Trust
- Barnet, Enfield and Haringey Mental Health NHS Trust
- Barnsley Hospital NHS Foundation Trust
- Barts Health NHS Trust
- Bedfordshire Hospitals NHS Foundation Trust
- Berkshire Healthcare NHS Foundation Trust
- Birmingham and Solihull Mental Health NHS Foundation Trust
- Black Country Healthcare NHS Foundation Trust
- Blackpool Teaching Hospitals NHS Foundation Trust
- Bolton NHS Foundation Trust
- Bradford District Care NHS Foundation Trust
- Bradford Teaching Hospitals NHS Foundation Trust
- Buckinghamshire Healthcare NHS Trust
- Calderdale and Huddersfield NHS Foundation Trust
- Cambridge University Hospitals NHS Foundation Trust
- Cambridgeshire and Peterborough NHS Foundation Trust
- Camden and Islington NHS Foundation Trust
- Central and North West London NHS Foundation Trust
- Chelsea and Westminster Hospital NHS Foundation Trust
- Cheshire and Wirral Partnership NHS Foundation Trust
- Chesterfield Royal Hospital NHS Foundation Trust
- Cornwall Partnership NHS Foundation Trust
- Countess of Chester Hospital NHS Foundation Trust
- County Durham and Darlington NHS Foundation Trust

- Coventry & Warwickshire Partnership Trust
- Croydon Health Services NHS Trust
- Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
- Dartford and Gravesham NHS Trust
- Derbyshire Healthcare NHS Foundation Trust
- Devon Partnership NHS Trust
- Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
- Dorset County Hospital NHS Foundation Trust
- Dorset Healthcare University NHS Foundation Trust
- East and North Hertfordshire NHS Trust
- East Cheshire NHS Trust
- East Kent Hospitals University NHS Foundation Trust
- East Lancashire Hospitals NHS Trust
- East London NHS Foundation Trust
- East Suffolk and North Essex NHS Foundation Trust
- East Sussex Healthcare NHS Trust
- Epsom and St Helier University Hospitals NHS Trust
- Essex Partnership University NHS Foundation Trust
- Frimley Health NHS Foundation Trust
- Gateshead Health NHS Foundation Trust
- George Eliot Hospital NHS Trust
- Gloucestershire Health and Care NHS Foundation Trust
- Gloucestershire Hospitals NHS Foundation Trust
- Great Western Hospitals NHS Foundation Trust
- Greater Manchester Mental Health NHS Foundation Trust
- Guy's and St Thomas' NHS Foundation Trust
- Hampshire Hospitals NHS Foundation Trust
- Harrogate and District NHS Foundation Trust

- Herefordshire & Worcestershire Health and Care NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust
- Homerton Healthcare NHS Foundation Trust
- Hull University Teaching Hospitals NHS Trust
- Humber Teaching NHS Foundation Trust
- Imperial College Healthcare NHS Trust
- Isle of Wight NHS Trust
- James Paget University Hospitals NHS Foundation Trust
- Kent and Medway NHS and Social Care Partnership Trust
- Kettering General Hospital NHS Foundation Trust
- King's College Hospital NHS Foundation Trust
- Kingston Hospital NHS Foundation Trust
- Lancashire and South Cumbria NHS Foundation Trust
- Lancashire Teaching Hospitals NHS Foundation Trust
- Leeds and York Partnership NHS Foundation Trust
- Leeds Teaching Hospitals NHS Trust
- Leicestershire Partnership NHS Trust
- Lewisham and Greenwich NHS Trust
- Lincolnshire Partnership NHS Foundation Trust
- Liverpool University Hospitals NHS Foundation Trust
- Livewell South West
- London North West University Healthcare NHS Trust
- Maidstone and Tunbridge Wells NHS Trust
- Manchester University NHS Foundation Trust
- Medway NHS Foundation Trust
- Mersey and West Lancashire Teaching Hospitals NHS Trust
- Mersey Care NHS Foundation Trust
- Mid and South Essex NHS Foundation Trust

- Mid Cheshire Hospitals NHS Foundation Trust
- Mid Yorkshire Teaching NHS Trust
- Midlands Partnership University NHS Foundation Trust
- Milton Keynes University Hospital NHS Foundation Trust
- Norfolk and Norwich University Hospitals NHS Foundation Trust
- Norfolk and Suffolk NHS Foundation Trust
- North Bristol NHS Trust
- North Cumbria Integrated Care NHS Foundation Trust
- North East London NHS Foundation Trust
- North Middlesex University Hospital NHS Trust
- North Staffordshire Combined Healthcare NHS Trust
- North Tees and Hartlepool NHS Foundation Trust
- North West Anglia NHS Foundation Trust
- Northampton General Hospital NHS Trust
- Northamptonshire Healthcare NHS Foundation Trust
- Northern Care Alliance NHS Foundation Trust
- Northern Lincolnshire and Goole NHS Foundation Trust
- Northumbria Healthcare NHS Foundation Trust
- Nottingham University Hospitals NHS Trust
- Nottinghamshire Healthcare NHS Trust
- Oxford Health NHS Foundation Trust
- Oxford University Hospitals NHS Foundation Trust
- Oxleas NHS Foundation Trust
- Pennine Care NHS Foundation Trust
- Portsmouth Hospitals University NHS Trust
- Queen Victoria Hospital NHS Foundation Trust
- Rotherham Doncaster and South Humber NHS Foundation Trust
- Royal Berkshire NHS Foundation Trust

- Royal Cornwall Hospitals NHS Trust
- Royal Devon University Healthcare NHS Foundation Trust
- Royal Free London NHS Foundation Trust
- Royal Surrey NHS Foundation Trust
- Royal United Hospitals Bath NHS Foundation Trust
- Salisbury NHS Foundation Trust
- Sandwell and West Birmingham Hospitals NHS Trust
- Sheffield Health and Social Care NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- Sherwood Forest Hospitals NHS Foundation Trust
- Solent NHS Trust
- Somerset NHS Foundation Trust
- Somerset Partnership NHS Foundation Trust
- South London and Maudsley NHS Foundation Trust
- South Tees Hospitals NHS Foundation Trust
- South Tyneside and Sunderland NHS Foundation Trust
- South Warwickshire University NHS Foundation Trust
- South West London & St George's Mental Health NHS Trust
- South West Yorkshire Partnership NHS FT
- Southern Health NHS Foundation Trust
- St George's University Hospitals NHS Foundation Trust
- Stockport NHS Foundation Trust
- Surrey and Borders Partnership NHS Foundation Trust
- Surrey and Sussex Healthcare NHS Trust
- Sussex Partnership NHS Foundation Trust
- Tameside and Glossop Integrated Care NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- The Dudley Group NHS Foundation Trust

- The Hillingdon Hospitals NHS Foundation Trust
- The Newcastle upon Tyne Hospitals NHS Foundation Trust
- The Princess Alexandra Hospital NHS Trust
- The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust
- The Rotherham NHS Foundation Trust
- The Royal Wolverhampton NHS Trust
- The Shrewsbury and Telford Hospital NHS Trust
- Torbay and South Devon NHS Foundation Trust
- United Lincolnshire Hospitals NHS Trust
- University College London Hospitals NHS Foundation Trust
- University Hospital Southampton NHS Foundation Trust
- University Hospitals Birmingham NHS Foundation Trust
- University Hospitals Bristol and Weston NHS Foundation Trust
- University Hospitals Coventry and Warwickshire NHS Trust
- University Hospitals Dorset NHS Foundation Trust
- University Hospitals of Derby and Burton NHS Foundation Trust
- University Hospitals of Leicester NHS Trust
- University Hospitals of Morecambe Bay NHS Foundation Trust
- University Hospitals of North Midlands NHS Trust
- University Hospitals Plymouth NHS Trust
- University Hospitals Sussex NHS Foundation Trust
- Walsall Healthcare NHS Trust
- Warrington and Halton Teaching Hospitals NHS Foundation Trust
- West Hertfordshire Teaching Hospitals NHS Trust
- West London Mental Health NHS Trust
- West Suffolk NHS Foundation Trust
- Whittington Health NHS Trust
- Wirral University Teaching Hospital NHS Foundation Trust

- Worcestershire Acute Hospitals NHS Trust
- Wrightington, Wigan and Leigh NHS Foundation Trust
- Wye Valley NHS Trust
- York and Scarborough Teaching Hospitals NHS Foundation Trust
- Other (Not listed)

If your Trust is not listed please add here

**2** Which Acute Hospital Site are you responding on behalf of?

*Please select only one item*

- ADDENBROOKE'S HOSPITAL
- AIREDALE GENERAL HOSPITAL
- ALBION MILL
- ALEXANDRA HOSPITAL
- ARROWE PARK HOSPITAL
- BARNET HOSPITAL
- BARNSLEY HOSPITAL
- BASILDON HOSPITAL
- BASINGSTOKE AND NORTH HAMPSHIRE HOSPITAL
- BASSETLAW HOSPITAL
- BEDFORD HOSPITAL
- BIRMINGHAM CHILDREN'S HOSPITAL
- BIRMINGHAM CHILDREN'S HOSPITAL - ACCIDENT & EMERGENCY
- BLACKPOOL VICTORIA HOSPITAL
- BOSTON URGENT TREATMENT CENTRE
- BRADFORD ROYAL INFIRMARY
- BRISTOL ROYAL INFIRMARY
- BROOMFIELD HOSPITAL
- BUCKLAND HOSPITAL
- BURNLEY GENERAL HOSPITAL
- BURTON HOSPITAL
- CALDERDALE ROYAL HOSPITAL
- CHARING CROSS HOSPITAL
- CHELSEA & WESTMINSTER HOSPITAL
- CHELTENHAM GENERAL HOSPITAL
- CHESTERFIELD ROYAL HOSPITAL
- CHORLEY & SOUTH RIBBLE HOSPITAL

- CITY HOSPITAL BIRMINGHAM
- CLATTERBRIDGE HOSPITAL
- CLITHEROE COMMUNITY HOSPITAL
- COLCHESTER GENERAL HOSPITAL
- CONQUEST HOSPITAL
- COUNTESS OF CHESTER HOSPITAL
- COUNTY HOSPITAL STAFFORD
- CROYDON UNIVERSITY HOSPITAL
- CUMBERLAND INFIRMARY
- DARENT VALLEY HOSPITAL
- DARLINGTON MEMORIAL HOSPITAL
- DERRIFORD HOSPITAL
- DEWSBURY & DISTRICT HOSPITAL
- DIANA, PRINCESS OF WALES HOSPITAL
- DONCASTER ROYAL INFIRMARY
- DORSET COUNTY HOSPITAL
- EALING HOSPITAL
- EAST SURREY HOSPITAL
- EASTBOURNE DISTRICT GENERAL HOSPITAL
- EPSOM HOSPITAL
- FAIRFIELD GENERAL HOSPITAL
- FRIMLEY PARK HOSPITAL
- FURNESS GENERAL HOSPITAL
- GEORGE ELIOT HOSPITAL - ACUTE SERVICES
- GLOUCESTERSHIRE ROYAL HOSPITAL
- GOOD HOPE HOSPITAL
- GRANTHAM & DISTRICT HOSPITAL
- GREAT WESTERN HOSPITAL

- GYNAECOLOGY ASSESSMENT BAY
- HAMMERSMITH HOSPITAL
- HARROGATE DISTRICT HOSPITAL
- HASLEMERE HOSPITAL MINOR INJURIES UNIT
- HEARTLANDS HOSPITAL
- HEREFORD COUNTY HOSPITAL
- HILLINGDON HOSPITAL
- HINCHINGBROOKE HOSPITAL
- HOMERTON UNIVERSITY HOSPITAL
- HORTON GENERAL HOSPITAL
- HUDDERSFIELD ROYAL INFIRMARY
- HULL ROYAL INFIRMARY
- IPSWICH HOSPITAL
- JAMES COOK UNIVERSITY HOSPITAL
- JAMES PAGET UNIVERSITY HOSPITAL
- JOHN RADCLIFFE HOSPITAL
- KENT & CANTERBURY HOSPITAL
- KETTERING GENERAL HOSPITAL
- KING GEORGE HOSPITAL
- KING'S COLLEGE HOSPITAL (DENMARK HILL)
- KING'S MILL HOSPITAL
- KINGSTON HOSPITAL
- LEEDS GENERAL INFIRMARY
- LEICESTER ROYAL INFIRMARY
- LEIGHTON HOSPITAL
- LINCOLN COUNTY HOSPITAL
- LINCOLN URGENT TREATMENT CENTRE
- LISTER HOSPITAL

- LUTON & DUNSTABLE HOSPITAL
- LYNDEN HILL CLINIC
- MACCLESFIELD DISTRICT GENERAL HOSPITAL
- MAIDSTONE HOSPITAL
- MANCHESTER ROYAL INFIRMARY
- MANOR HOSPITAL
- MEDWAY MARITIME HOSPITAL
- MID ESSEX HOSPITAL
- MIDLAND METROPOLITAN UNIVERSITY HOSPITAL
- MILFORD HOSPITAL
- MILTON KEYNES HOSPITAL
- MOUNT VERNON HOSPITAL
- MUSGROVE PARK HOSPITAL
- NEW CROSS HOSPITAL
- NEWHAM GENERAL HOSPITAL
- NORFOLK & NORWICH UNIVERSITY HOSPITAL
- NORTH DEVON DISTRICT HOSPITAL
- NORTH MANCHESTER GENERAL HOSPITAL
- NORTH MIDDLESEX HOSPITAL
- NORTHAMPTON GENERAL HOSPITAL
- NORTHERN GENERAL HOSPITAL
- NORTHUMBRIA SPECIALIST EMERGENCY CARE HOSPITAL
- NORTHWICK PARK HOSPITAL
- ORMSKIRK & DISTRICT GENERAL HOSPITAL
- PENDLE COMMUNITY HOSPITAL
- PETERBOROUGH CITY HOSPITAL
- PILGRIM HOSPITAL
- PINDERFIELDS GENERAL HOSPITAL

- POOLE GENERAL HOSPITAL
- PRINCESS ALEXANDRA HOSPITAL
- PRINCESS ROYAL HOSPITAL
- PRINCESS ROYAL HOSPITAL
- PRINCESS ROYAL UNIVERSITY HOSPITAL
- QUEEN ALEXANDRA HOSPITAL
- QUEEN ELIZABETH HOSPITAL
- QUEEN ELIZABETH HOSPITAL
- QUEEN ELIZABETH HOSPITAL BIRMINGHAM
- QUEEN ELIZABETH THE QUEEN MOTHER HOSPITAL
- QUEEN'S HOSPITAL
- QUEEN'S MEDICAL CENTRE
- ROTHERHAM DISTRICT GENERAL HOSPITAL
- ROYAL ALBERT EDWARD INFIRMARY
- ROYAL BERKSHIRE HOSPITAL
- ROYAL BLACKBURN HOSPITAL
- ROYAL BOLTON HOSPITAL
- ROYAL BOURNEMOUTH GENERAL HOSPITAL
- ROYAL BOURNEMOUTH HOSPITAL
- ROYAL CORNWALL HOSPITAL (TRELISKE)
- ROYAL DERBY HOSPITAL
- ROYAL DEVON & EXETER HOSPITAL (WONFORD)
- ROYAL FREE HOSPITAL
- ROYAL HAMPSHIRE COUNTY HOSPITAL
- ROYAL LANCASTER INFIRMARY
- ROYAL LIVERPOOL UNIVERSITY HOSPITAL
- ROYAL LIVERPOOL UNIVERSITY HOSPITAL
- ROYAL LONDON HOSPITAL

- ROYAL MANCHESTER CHILDREN'S HOSPITAL
- ROYAL OLDHAM HOSPITAL
- ROYAL PRESTON HOSPITAL
- ROYAL SHREWSBURY HOSPITAL
- ROYAL STOKE UNIVERSITY HOSPITAL
- ROYAL SURREY COUNTY HOSPITAL
- ROYAL SUSSEX COUNTY HOSPITAL
- ROYAL UNITED HOSPITAL
- ROYAL VICTORIA INFIRMARY
- RUSSELLS HALL HOSPITAL
- SALFORD ROYAL
- SALISBURY DISTRICT HOSPITAL
- SAMUEL JOHNSON COMMUNITY HOSPITAL
- SANDWELL GENERAL HOSPITAL
- SCARBOROUGH GENERAL HOSPITAL
- SCUNTHORPE GENERAL HOSPITAL
- SELBY WAR MEMORIAL HOSPITAL
- SHEFFIELD CHILDREN'S HOSPITAL
- SIR ROBERT PEEL COMMUNITY HOSPITAL
- SKELMERSDALE WALK IN CENTRE
- SOUTH TYNESIDE DISTRICT HOSPITAL
- SOUTHAMPTON GENERAL HOSPITAL
- SOUTHEND HOSPITAL
- SOUTHMEAD HOSPITAL
- SOUTHPORT & FORMBY DISTRICT GENERAL HOSPITAL
- SOUTHPORT AND FORMBY DISTRICT GENERAL HOSPITAL
- ST GEORGES AT QUEEN MARY'S HOSPITAL
- ST GEORGE'S HOSPITAL (TOOTING)

- ST HELIER HOSPITAL
- ST JAMES'S UNIVERSITY HOSPITAL
- ST LUKES HOSPITAL
- ST MARY'S HOSPITAL (HQ)
- ST MARYS HOSPITAL ISLE OF WIGHT
- ST MONICAS HOSPITAL
- ST PETER'S HOSPITAL
- ST RICHARD'S HOSPITAL
- ST THOMAS' HOSPITAL
- STEPPING HILL HOSPITAL
- STOCKPORT NHS FOUNDATION TRUST
- STOKE MANDEVILLE HOSPITAL
- SUNDERLAND ROYAL HOSPITAL
- TAMESIDE GENERAL HOSPITAL
- TORBAY HOSPITAL
- TRAFFORD GENERAL HOSPITAL
- TUNBRIDGE WELLS HOSPITAL
- UNIVERSITY COLLEGE HOSPITAL
- UNIVERSITY HOSPITAL AINTREE
- UNIVERSITY HOSPITAL COVENTRY
- UNIVERSITY HOSPITAL LEWISHAM
- UNIVERSITY HOSPITAL OF NORTH DURHAM
- UNIVERSITY HOSPITAL OF NORTH TEES
- WARRINGTON HOSPITAL
- WARWICK HOSPITAL
- WATFORD GENERAL HOSPITAL
- WEST BERKSHIRE COMMUNITY HOSPITAL
- WEST CUMBERLAND HOSPITAL

- WEST MIDDLESEX UNIVERSITY HOSPITAL
- WEST SUFFOLK HOSPITAL
- WESTBOURNE GREEN COMMUNITY HOSPITAL
- WESTON GENERAL HOSPITAL
- WESTWOOD PARK
- WESTWOOD PARK DTC
- WEXHAM PARK HOSPITAL
- WHIPPS CROSS UNIVERSITY HOSPITAL
- WHISTON HOSPITAL
- WHITTINGTON HOSPITAL
- WILLIAM HARVEY HOSPITAL (ASHFORD)
- WORCESTERSHIRE ROYAL HOSPITAL
- WORTHING HOSPITAL
- WYTHENSHAW HOSPITAL
- YEOVIL DISTRICT HOSPITAL
- YORK HOSPITAL

If your hospital/ site is not listed please add here

**3** Which Mental Health Trust provides your local MH and Liaison services?

Please select only one item

- Airedale NHS Foundation Trust
- Ashford and St Peter's Hospitals NHS Foundation Trust
- Avon and Wiltshire Mental Health Partnership NHS Trust
- Barking, Havering and Redbridge University Hospitals NHS Trust
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- East Lancashire Hospitals NHS Trust
- East London NHS Foundation Trust
- East Suffolk and North Essex NHS Foundation Trust
- East Sussex Healthcare NHS Trust
- Epsom and St Helier University Hospitals NHS Trust
- Essex Partnership University NHS Foundation Trust
- Frimley Health NHS Foundation Trust
- Gateshead Health NHS Foundation Trust
- George Eliot Hospital NHS Trust
- Gloucestershire Health and Care NHS Foundation Trust
- Gloucestershire Hospitals NHS Foundation Trust
- Great Western Hospitals NHS Foundation Trust
- Greater Manchester Mental Health NHS Foundation Trust
- Guy's and St Thomas' NHS Foundation Trust
- Hampshire Hospitals NHS Foundation Trust
- Harrogate and District NHS Foundation Trust

- Herefordshire & Worcestershire Health and Care NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust
- Homerton Healthcare NHS Foundation Trust
- Hull University Teaching Hospitals NHS Trust
- Humber Teaching NHS Foundation Trust
- Imperial College Healthcare NHS Trust
- Isle of Wight NHS Trust
- James Paget University Hospitals NHS Foundation Trust
- Kent and Medway NHS and Social Care Partnership Trust
- Kettering General Hospital NHS Foundation Trust
- King's College Hospital NHS Foundation Trust
- Kingston Hospital NHS Foundation Trust
- Lancashire and South Cumbria NHS Foundation Trust
- Lancashire Teaching Hospitals NHS Foundation Trust
- Leeds and York Partnership NHS Foundation Trust
- Leeds Teaching Hospitals NHS Trust
- Leicestershire Partnership NHS Trust
- Lewisham and Greenwich NHS Trust
- Lincolnshire Partnership NHS Foundation Trust
- Liverpool University Hospitals NHS Foundation Trust
- Livewell South West
- London North West University Healthcare NHS Trust
- Maidstone and Tunbridge Wells NHS Trust
- Manchester University NHS Foundation Trust
- Medway NHS Foundation Trust
- Mersey and West Lancashire Teaching Hospitals NHS Trust
- Mersey Care NHS Foundation Trust
- Mid and South Essex NHS Foundation Trust

- Mid Cheshire Hospitals NHS Foundation Trust
- Mid Yorkshire Teaching NHS Trust
- Midlands Partnership University NHS Foundation Trust
- Milton Keynes University Hospital NHS Foundation Trust
- Norfolk and Norwich University Hospitals NHS Foundation Trust
- Norfolk and Suffolk NHS Foundation Trust
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- Northamptonshire Healthcare NHS Foundation Trust
- Northern Care Alliance NHS Foundation Trust
- Northern Lincolnshire and Goole NHS Foundation Trust
- Northumbria Healthcare NHS Foundation Trust
- Nottingham University Hospitals NHS Trust
- Nottinghamshire Healthcare NHS Trust
- Oxford Health NHS Foundation Trust
- Oxford University Hospitals NHS Foundation Trust
- Oxleas NHS Foundation Trust
- Pennine Care NHS Foundation Trust
- Portsmouth Hospitals University NHS Trust
- Queen Victoria Hospital NHS Foundation Trust
- Rotherham Doncaster and South Humber NHS Foundation Trust
- Royal Berkshire NHS Foundation Trust

- Royal Cornwall Hospitals NHS Trust
- Royal Devon University Healthcare NHS Foundation Trust
- Royal Free London NHS Foundation Trust
- Royal Surrey NHS Foundation Trust
- Royal United Hospitals Bath NHS Foundation Trust
- Salisbury NHS Foundation Trust
- Sandwell and West Birmingham Hospitals NHS Trust
- Sheffield Health and Social Care NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- Sherwood Forest Hospitals NHS Foundation Trust
- Solent NHS Trust
- Somerset NHS Foundation Trust
- Somerset Partnership NHS Foundation Trust
- South London and Maudsley NHS Foundation Trust
- South Tees Hospitals NHS Foundation Trust
- South Tyneside and Sunderland NHS Foundation Trust
- South Warwickshire University NHS Foundation Trust
- South West London & St George's Mental Health NHS Trust
- South West Yorkshire Partnership NHS FT
- Southern Health NHS Foundation Trust
- St George's University Hospitals NHS Foundation Trust
- Stockport NHS Foundation Trust
- Surrey and Borders Partnership NHS Foundation Trust
- Surrey and Sussex Healthcare NHS Trust
- Sussex Partnership NHS Foundation Trust
- Tameside and Glossop Integrated Care NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- The Dudley Group NHS Foundation Trust

- The Hillingdon Hospitals NHS Foundation Trust
- The Newcastle upon Tyne Hospitals NHS Foundation Trust
- The Princess Alexandra Hospital NHS Trust
- The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust
- The Rotherham NHS Foundation Trust
- The Royal Wolverhampton NHS Trust
- The Shrewsbury and Telford Hospital NHS Trust
- Torbay and South Devon NHS Foundation Trust
- United Lincolnshire Hospitals NHS Trust
- University College London Hospitals NHS Foundation Trust
- University Hospital Southampton NHS Foundation Trust
- University Hospitals Birmingham NHS Foundation Trust
- University Hospitals Bristol and Weston NHS Foundation Trust
- University Hospitals Coventry and Warwickshire NHS Trust
- University Hospitals Dorset NHS Foundation Trust
- University Hospitals of Derby and Burton NHS Foundation Trust
- University Hospitals of Leicester NHS Trust
- University Hospitals of Morecambe Bay NHS Foundation Trust
- University Hospitals of North Midlands NHS Trust
- University Hospitals Plymouth NHS Trust
- University Hospitals Sussex NHS Foundation Trust
- Walsall Healthcare NHS Trust
- Warrington and Halton Teaching Hospitals NHS Foundation Trust
- West Hertfordshire Teaching Hospitals NHS Trust
- West London Mental Health NHS Trust
- West Suffolk NHS Foundation Trust
- Whittington Health NHS Trust
- Wirral University Teaching Hospital NHS Foundation Trust

- Worcestershire Acute Hospitals NHS Trust
- Wrightington, Wigan and Leigh NHS Foundation Trust
- Wye Valley NHS Trust
- York and Scarborough Teaching Hospitals NHS Foundation Trust
- Other (Not listed)

If the Trust is not listed please add here:

**4** What is your name?

**5** What is your email address?

**6** What is your job title / position?

7 Please specify the names / job titles of any other individuals who have input to this survey

## Overview / Context

We are collecting a data snapshot for one **4-week period per hospital**. Please submit **one response per patient** who spent in excess of 12 hours in the Emergency Department where their primary reason for attendance was mental health related.

8 What was the total amount of time the individual spent in the Emergency Department?

Total Time in ED (Hours, Minutes)

Any additional comments

**9** Which parts of the system were involved in the delay (Select all that apply)

*Please select all that apply*

- Acute trust processes
- Mental health trust processes
- External partners (e.g., ambulance, police, social care)
- Other

If 'Other', please specify

**10** What relevant factors impacted on the delay? (Select all that apply)

*Please select all that apply*

- Delay in ED triage / initial assessment
- Delay in medical review or clearance
- Delay in referral to MHLT
- Delay in MHLT response
- Delay in starting assessment
- Assessment duration
- S12 availability
- AMHP availability
- Delay in MHA assessment process
- Bed availability
- Social care package delays
- Secure transport
- Other transport / conveyance delays
- External agency delays (e.g. police, ambulance)
- Staffing constraints
- Lack of service provision (e.g. no overnight/crisis team availability)
- Patient not medically fit for MH assessment
- Intoxication (alcohol/drugs)
- Complexity of clinical presentation
- Unknown patient / lack of history
- Patient declined/refused MH assessment
- Other (as specified)

If 'other', please specify

**11** Which of these factors was the main driver of the delay? (Select one)

*Please select only one item*

- Delay in ED triage / initial assessment
- Delay in medical review or clearance
- Delay in referral to MHLT
- Delay in MHLT response
- Delay in starting assessment
- Assessment duration
- S12 availability
- AMHP availability
- Delay in MHA assessment process
- Bed availability
- Social care package delays
- Secure transport
- Other transport / conveyance delays
- External agency delays (e.g. police, ambulance)
- Staffing constraints
- Lack of service provision (e.g. no overnight/crisis team availability)
- Patient not medically fit for MH assessment
- Intoxication (alcohol/drugs)
- Complexity of clinical presentation
- Unknown patient / lack of history
- Patient declined/refused MH assessment
- Other (as specified above)

**12** Was the delay escalated? (If 'No', skip to Q17)

*Please select only one item*

- Yes
- No
- Unknown

**13** At what stage was the delay first escalated? (Select one)

*Please select only one item*

- ED arrival / triage
- Awaiting medical review or clearance
- Awaiting MHLT response
- During MHLT assessment
- Awaiting MHA / AMHP
- Awaiting bed / admission
- Awaiting discharge / transport
- Other (please specify)

If 'other', please specify

**14 Who was the delay escalated to? (Select all that apply)**

*Please select all that apply*

- ED team (e.g. nurse in charge / ED consultant)
- Mental Health team (e.g. liaison team)
- On-call senior clinician (MH or acute)
- Operational / site management team
- System partners (e.g. bed management / system escalation)
- Not known
- Other (please specify)

If 'other', please specify

**15 What was the outcome of the escalation? (Select one)**

*Please select only one item*

- No action taken
- Reviewed but no immediate change
- Action taken – delay reduced
- Action taken – no impact on delay
- Not known
- Other (please specify)

If 'other', please specify

**16** If yes, what type of action was taken?

*Please select all that apply*

- Senior clinical review
- Prioritisation of assessment
- Escalation to bed management
- Escalation to external agency
- Staffing adjusted / additional resource
- Other (please specify)

If 'other', please specify

**17** Was the individual referred to the Mental Health Liaison Team (MHLT)?

*Please select only one item*

- Yes
- No
- Unknown

**18** If you answered 'No' the individual was not referred to MHLT, skip only MHLT-specific questions. Continue survey to capture delays, drivers, outcomes, safety. Why was the patient NOT referred to MHLT?

*Please select all that apply*

- Not clinically indicated
- Patient not medically fit for assessment
- Intoxication (alcohol/drugs)
- Patient declined/refused MH involvement
- Managed within ED
- Referred to alternative service
- Not known
- Other (please specify)

If 'other', please specify

## Demographics / History

**19** How old was the individual?

*Please select only one item*

- <18
- 18-25
- 26-35
- 36-64
- 65+

## 20 What was the individual's mental health diagnosis?

*Please select all that apply*

- Psychosis (e.g. schizophrenia, acute psychotic episode)
- Mood disorder (e.g. depression, bipolar disorder)
- Anxiety / stress-related disorder
- Personality disorder
- Substance misuse (alcohol/drugs)
- Acute intoxication
- Self-harm / overdose
- Suicidal ideation
- Medically unfit for MH assessment
- Mixed or unclear presentation
- Unknown to services / no history available
- Dementia / delirium
- Learning disability
- Neurodevelopmental disorder
- Other (please specify)

If 'other', please specify

**21** What was the individual's presenting mental health need upon arrival at ED? (I.e., why they came to ED - Select one)

*Please select only one item*

- Suicidal ideation
- Self-harm (including overdose)
- Acute behavioural disturbance / agitation
- Risk to others
- Psychosis (e.g. hallucinations, delusions)
- Low mood / depression
- Anxiety / panic
- Emotional distress / crisis (non-specific)
- Alcohol intoxication
- Drug intoxication
- Substance withdrawal
- Medically unwell / not fit for MH assessment
- Altered consciousness (e.g. sedation, overdose)
- Mixed or unclear presentation
- Unknown patient / no history available
- Dementia / confusion (e.g. delirium)
- Personality-related crisis
- Eating disorder-related presentation
- Neurodevelopmental (e.g. autism-related needs)
- Brought under Section 136
- Brought by police (non-S136)
- Not known
- Other (please specify)

If 'other', please specify

**22** Was the individual already known to mental health services?

*Please select only one item*

- Yes
- No
- Unknown

**23** Was the individual under the care of the Community Mental Health Team (CMHT) at the time of presenting to ED?

*Please select only one item*

- Yes
- No
- Unknown

**24** Had the individual been discharged from an inpatient or crisis team within the 4 weeks prior to presenting to ED?

*Please select only one item*

- Yes
- No
- Unknown

## 25 What was the individual's method of attendance to the ED?

*Please select only one item*

- Self-presentation (walk-in)
- Ambulance (emergency)
- Ambulance (non-emergency / planned conveyance)
- Mental Health Response Vehicle (MHRV)
- Police (non-S136)
- Section 136 (S136)
- Referred by another healthcare provider (e.g. GP, community service)
- Transfer from another hospital / unit
- Secure transport
- Unknown
- Other (please specify)

If 'Other', please specify:

## 26 What was the MHA status (e.g., S136) of the patient on arrival at ED?

Please select only one item

- Section 136 (S136)
- Section 135 (S135)
- Informal (not detained under MHA)
- Detained under MHA (section not specified)
- Section 2
- Section 3
- Other MHA section
- Police powers (not under S135/136)
- Not known
- Other (please specify)

If 'other', please specify

## Chronology

### Related information

#### Relevant national waiting time standards and guidance

[GIRFT Clinical Operational Standards for Mental Health in Urgent & Emergency Care](https://gettingitrightfirsttime.co.uk/wp-content/uploads/2026/04/GIRFT-MH-UEC-Clinical-Operational-Standards-FINAL-April-2026.pdf) <<https://gettingitrightfirsttime.co.uk/wp-content/uploads/2026/04/GIRFT-MH-UEC-Clinical-Operational-Standards-FINAL-April-2026.pdf>>

#### Definitions

**MHLT Response** - First contact following referral (not full assessment)

**Assessment Start** - Beginning of full mental health assessment by clinician

**Assessment Complete** - Clinical decision reached

**27** When did the individual arrive to the ED?

*Please select only one item*

Not recorded

Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**28** When was the referral to the Mental Health Liaison Team (MHLT) made?

*Please select only one item*

Not recorded

Clearly documented

Date

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**29** When did the MHLT respond?

*Please select only one item*

Not recorded

Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

If the response time exceeded the 1-hour standard, please describe any known reason(s) for the delay

**30** When did the MHLT assessment commence?

*Please select only one item*

- Not recorded
- Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

If the time to commence assessment exceeded the 4-hour standard, please describe any known reason(s) for the delay

**31** When was the MHLT assessment completed?

*Please select only one item*

- Not recorded
- Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

If the time to complete assessment exceeded the 4-hour standard, please describe any known reason(s) for the delay

**32** If applicable, what time did the MHA referral to AMHP take place?

*Please select only one item*

- Not recorded
- Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**33** If applicable, when did the Mental Health Act (MHA) assessment commence?

*Please select only one item*

- Not recorded
- Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**34** If applicable, when was the Mental Health Act (MHA) assessment completed?

*Please select only one item*

- Not recorded
- Clearly documented

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**35** If applicable, when was the referral to crisis gatekeeping completed?

*Please select only one item*

- Not recorded
- Clearly documented

Date

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**36** If applicable, when did the crisis gatekeeping take place?

*Please select only one item*

- Not recorded
- Clearly documented

Please describe any known reason(s) for delay, if applicable

Date

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

**37** If applicable, when was the decision to admit made?

*Please select only one item*

Not recorded

Clearly documented

Date

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**38** If applicable, when was the bed allocated?

*Please select only one item*

Not recorded

Clearly documented

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

**39** When was the individual discharged from ED?

*Please select only one item*

- Not recorded
- Clearly documented

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reasons for delay, if applicable

#### 40 What was the planned discharge destination?

Please select only one item

- Home (no formal follow-up)
- Home with MH community follow-up (e.g. CMHT, crisis team)
- Mental health inpatient bed (same provider)
- Mental health inpatient bed (different provider / out of area)
- Acute hospital ward
- Crisis house / step-down facility
- Crisis resolution / home treatment team (CRHTT)
- Community service (non-MH)
- Social care placement
- Left before treatment completed
- Self-discharged
- Not known
- Other (please specify)

If 'other', please specify

Date referred to destination

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

#### 41 If applicable, when was the transport booked?

*Please select only one item*

- Not recorded  
 Clearly documented

Date

Day      Month      Year  
 -  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

## 42 What form of transport was booked?

*Please select only one item*

- Secure transport (mental health / escorted)
- Ambulance (emergency)
- Ambulance (non-emergency / patient transport service)
- Taxi / private hire vehicle
- Hospital transport (non-clinical / internal driver)
- Other (please specify)
- Not known

If 'other', please specify

*Please select only one item*

- Not recorded
- Clearly documented

### 43 When did the transport arrive?

*Please select only one item*

- Not recorded
- Clearly documented

Date

Day      Month      Year

-  -

Time (Hours, Minutes, 00:00 - 23:59)

Please describe any known reason(s) for delay, if applicable

### 44 Was transport available immediately?

*Please select only one item*

- Yes
- No - delay occurred
- Unknown

## Patient Safety

**45** Were there any patient safety concerns during the ED stay?

*Please select only one item*

- Yes
- No
- Unknown

#### 46 What type of patient safety concerns occurred?

*Please select all that apply*

- Self-harm during ED stay
- Suicide attempt during ED stay
- Absconding / attempted abscond
- Deterioration in mental state
- Physical health deterioration
- Aggression or violence
- Use of restraint
- Safeguarding concern
- Other (please specify)

If 'other', please specify

Please briefly describe the safety concern

**47** What do you feel was the single biggest opportunity to reduce the delay in this case?

*Please select all that apply*

- Earlier ED assessment / medical clearance
- Earlier referral to MHLT
- Faster MHLT response
- Earlier start of MH assessment
- Improved coordination between teams
- Improved escalation processes
- Increased staffing / resource availability
- Improved access to inpatient beds
- Improved access to transport
- Improved access to AMHP / S12
- Alternative pathway could have avoided ED attendance
- Not clear
- Other (please specify)

If 'other', please specify

Please briefly describe the key opportunity to reduce delay in this case (max 2–3 sentences)

## Submission

Before you submit this survey, please note that NHS England will not validate any answers. Please ensure that you **check the quality of your data** (in terms of both accuracy and completeness) before submission.

Thank you for your submission. Each case contributes to building a national dataset to drive improvement.