

Mr John Gilchrist
Freedom of Information Officer

15 July 2019

Ref: FOI/June 2019/ Laura FitzPatrick

By email to laura.fitzpatrick@telegraph.co.uk

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Dear Ms FitzPatrick

Your request for information received on 18 June 2019 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

Under the Freedom of Information act, I request the following information:

The total student referrals to university counselling services for years:

2015-16
2016-17
2017-18
2018-19

The number of people waiting 2+ weeks for first appointment for years:

2015-16
2016-17
2017-18
2018-19

The number of people waiting 4+ weeks for first appointment for years:

2015-16
2016-17
2017-18
2018-19

The number of people waiting 6+ weeks for first appointment for years:

2015-16
2016-17
2017-18
2018-19

University Response

- 2014/15: 468
- 2015/16: 585
- 2016/17: 689
- 2017/18: 753
- 2018/19: 770 (to date of request)

We do not record specific waiting times for individual students seeking treatment however we aim that students wait no longer than 4 weeks between their referral and being seen by a Counselling and Mental Health Specialist. This is a significant improvement on previous academic years when the wait was 12 weeks at peak times. We have made process improvements during this academic year to enable us to achieve this and hope to continue to see the impact of these improvements in the next academic year.

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer