

Date 23/02/2026
Your Ref
Our Ref 11082

Enquiries to Richard Mutch
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Dear

FREEDOM OF INFORMATION – CHALLENGING BEHAVIOUR

I write in response to your request for information in relation to challenging behaviour.

Question:

1. The eligibility criteria for patients to be referred to the service, and any exclusion criteria that would prevent a referral being accepted.

Answer:

Guidance is on Ref Help [Challenging Behaviour \(Adults\) – RefHelp](#)

Question:

2. Who is permitted to refer patients to the service (e.g. GP, consultant, allied health professional, self-referral), and how patients or carers contact the service to request an appointment or assessment.

Answer:

See response to question 1 above.

Question:

3. The current staffing establishment for the service, including job titles/roles and whole-time equivalent (WTE) for each role.

Answer:

GP - 12hours per week
Mental Health Nurse - 4hours per week
Admin - no allocation

Question:

4. The number of referrals received by the service in each of the last three financial years, including the number of referrals declined in each year.

Answer:

Links MP has only provided this service for the past two years:
2024/25: 9 referrals received; 0 referrals declined
2025/26: to date 14 referrals received; 8 declined

Question:

5. Which clinical systems used (eg EMIS, Vision etc) are used by the service to record patient information.

Answer:

Vision

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive