

Email: foi.tsdfd@nhs.net
Our Ref: TSD10866

8 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

We would like to request the following information under the Freedom of Information Act 2000:

- 1. Does your trust provide dedicated mental health or psychological support specifically for people diagnosed with cancer?**

Yes

- a. If yes, please provide details of:

- i. **The services available, including whether they are provided directly by the Trust (e.g., or via officially commissioned third-party partners.**

Psycho-oncology provides Level 3-4 specialist psychological support to patients in TSDFT affected by cancer. We are funded and provided directly by the Trust.

The Lodge Cancer Information and Support Centre along with CNS, Cancer Support Workers and Advanced Practitioners provide Level 2 emotional support to patients and carers. Funded and provided directly by the Trust.

- ii. **Which patient groups are eligible.**

Any patient being seen/treated by the Trust with any cancer diagnosis (for psycho-oncology within 3 years of the end of their active treatment).

At times we may also see patients whose main treatment is at another local Trust, but who wish to access support locally.

- b. **If no, does the Trust have a formalised pathway to refer cancer patients to external, non-cancer-specific mental health services?**

There is also a pathway to support patients to access Talkworks/Talking Health in primary care for psychological support if not suitable for Psycho-oncology.

2. What was the average waiting time from referral to first appointment for cancer patients accessing psychological support in the most recent year available?

Psycho-oncology had an increase in referrals and staff sickness in 2025-26 and the waiting times increased from up to 4 weeks to 4-8 weeks for first contact (unless urgent in which seen within 2 weeks).

3. Does the trust routinely screen cancer patients for psychological distress, anxiety, depression, or emotional needs?

Yes

a. If yes, please provide details of the assessment tool used.

Yes, through HNA's as well as Level 2 contact – the majority of CNS, AHP and support staff are trained by Psycho-oncology in Level 2 Psychological skills for assessment including screening for psychological distress.

Formal assessment tools are used by Psycho-oncology including PHQ9, GAD7, Health Self Efficacy Scale and visual analogue scales.

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team