

**Reference:** FOI.ICB-2526/249

**Subject:** Bristol MH Crisis Service Specification (Agreed attendance timescales)

*I can confirm that the ICB does hold the information requested; please see responses below:*

QUESTION	RESPONSE
<p>I refer to the contract for these services between AWP and Bristol CCG as relevant to 2022.</p> <p>s1.3.2 of the Crisis Assessment confirms that the crisis assessment service will attend the patient quickly, within timescales agreed with the commissioner, where clinically indicated and agreed with the patient and/or their designated representative.</p> <p>Could you please confirm what timescales were agreed between provider AWP and commissioner Bristol CCG for the crisis assessment service to attend the patient.</p>	<p>The AWP crisis assessment target timescales are:</p> <ul style="list-style-type: none"> <li>• Emergency assessment within 4 hours</li> <li>• Urgent assessment within 24 hours</li> </ul> <p>These are however subject to an initial clinical call to triage the response time and level of response required.</p>

***The information provided in this response is accurate as of 4 November 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***