

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

10 June 2021

Our reference: FOI DA3827

I am responding to your request for information received 5 June 2021. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours. When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to all the information requested within the eighteen hours specified in the Freedom of Information Act 2000.

In order to assist you with your request, I have advised below the timing each question would take in order to assist you to refine your request. If you wish to refine your request to comply with the 18 hour time limit, please do get in touch

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Chair: Mark Lam

Chief Executive: Paul Calaminus

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Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

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Request:

Hello Please could you provide me with the following data? I request it under the Freedom of Information Act and would prefer to receive your response by email to this address.

Question 1. For the calendar years 2018, 2019 and 2020, how many mental health patients complained about their care and/or treatment and were later discharged?

For each of these cases:

Question 1i. What was the length of time between the complaint and discharge?

**Please give numbers for less than 1 week;
more than 1 week but less than 1 month;
more than 1 month but less than 3 months;
more than 3 months but less than 6 months;
more than 6 months but less than 1 year;
more than 1 year.**

Question 1ii. What was the sex and ethnicity of the complainant?

Question 1iii. Was the complainant an inpatient or outpatient?

Question iv. Did the complainant attempt suicide at some point after discharge?

Question 1v. Has the complainant since died?

Similarly, but for mental health patients who had already been discharged before they complained –

Question 2. For the calendar years 2018, 2019 and 2020, how many mental health patients complained about their care and/or treatment after being discharged?

For each of these cases:

Question 2i. What was the sex and ethnicity of the complainant?

Question 2ii. Was the complainant an inpatient or outpatient?

Question 2iii. Did the complainant attempt suicide at some point after discharge?

Question 2iv. Has the complainant since died?

Answer: The Trust has reviewed your request for information under the Freedom of Information Act 2000. In order to collate this information, staff would have to review 878 complaints received over the time period requested and cross reference with the clinical system and incident system to ascertain when they were discharged, when/if they died and how. In addition, the complaint would also need to be reviewed to establish if the complainant/patient was a current patient or discharged.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is

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specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

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