



East London
NHS Foundation Trust

Information Governance

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

Email elft.foi@nhs.net

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

21 July 2021

Our reference: FOI DA3893

I am responding to your request for information received 21 July 2021. This has been treated as a request under the Freedom of Information Act 2000.

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:

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

Chair: Mark Lam

Chief Executive: Paul Calaminus

We care

We respect

We are inclusive

Request:

Dear Sir/Madam,

Could you please tell me between January 1st 2021 and the date of this email (21st July 2020):

Question 1. How many PALS enquiries and official complaints your Trust has received from patients concerned about

a) the impact of the coronavirus pandemic and your Trust's response on their or their family member's access to cancer treatment

b) and access to cancer testing - including tests to find out whether their or their family member's cancer has spread, returned or occurred for the first time

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

Question 2. For the five most recent PALS enquiries/official complaints received, please provide me with

a) a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being postponed for a month)

b) the exact wording of the complaint, with redactions to remove potentially identifying information

c) what action the Trust took in response

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him.

East London NHS Foundation Trust is a mental health and community health trust and does not provide cancer treatment or cancer testing. The Trust does not hold the information requested and it is therefore not disclosable.