



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>

7 September 2021

Our reference: FOI DA3935

I am responding to your request for information received 2 September 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 March 1st 2020 and the date of this email (02/09/2021):

Question 1. How many comments through the patient advice and liaison system (PALS)*, as well as official complaints, has your Trust received from patients complaining about limited access to neonatal care units as a result of COVID-19 restrictions?

Please do this by searching for complaints containing any of the words "neonatal", "covid", "covid-19", "coronavirus", "incubator", "baby".

Question 2. Can you select the five most recent complaints and provide me with the following details:

- a) a summary of the complaint (e.g., a couple whose baby spent two weeks in an incubator following premature birth complained about not being allowed to enter the neonatal care unit together and for only a limited number of hours per day)**
- b) the exact wording of the complaint, with redactions to remove potentially identifying information**
- c) what action the Trust took in response**

***If your Trust does not use PALS, please collate the information from whatever the comparable system is for receiving patient feedback.**

NOTE: If your Trust does not have neonatal care units, please ignore this Fol.

Answer: Section 1(1) of the Freedom of Information Act 2000 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 and community health trust and does not have a neonatal care unit. The Trust does not hold the information requested and it is therefore not disclosable.

Chair: Mark Lam

We care

Chief Executive: Paul Calaminus

We respect

We are inclusive