

Information Governance

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

Email elft.foi@nhs.net

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

11 January 2022

Our reference: FOI DA4036

I am responding to your request for information received 8 December 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 provide 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

We care

We respect

We are inclusive

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:

I am undertaking independent research to investigate the impact of restricted patient visiting policies that have been introduced following the onset of the Covid19 pandemic on the NHS employee / service user relationship.

To assist with this work, I am making the following request for information:

Question 1: In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public (i.e. complaints on any issue)? For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

Answer: This question could be responded to within the time frame.

Question 2: In the period 1 February 2020 to 31 October 2021 how many complaints from the public has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies? For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each complaint received between 1 February 2020 and 31 October 2021 and establish the subject of the complaint.

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 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.

Question 3: In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)? For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

Answer: Section 12(1) of the Freedom of Information Act 2000 states:

Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, staff would have to review each recorded incident received between 1 February 2020 and 31 October 2021 and establish the reason for the abuse.

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 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.

If you would like the numbers of recorded incidents of violence and aggression, regardless of the reason, this could be provided within the timeframe.

Question 4: Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?

Answer: This question could be responded to within the time frame.