



**East London**  
NHS Foundation Trust

**Information Governance**

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London  
E2 9NJ

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

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

27 April 2022

**Our reference: FOI DA4055**

I am responding to your request for information received 4 January 2022 and your request for an internal review on 4 March 2022. I am sincerley sorry for the delay in responding to your request. 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](http://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**

Interim Chair: Eileen Taylor

Chief Executive: Paul Calaminus

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**Request:**

**We are currently updating data on your trust's Patient Portal / Patient Access Portal systems.**

**Can you please complete the fields below with what you currently hold?  
Please enter 'No System Installed' under supplier name if your trust does not use the system**

**System definition:**

**Patient Portal / Patient Access Portal – It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.**

**Question 1. Supplier name**

Answer: Patients Know Best.

**Question 2. System name**

Answer: Patients Know Best.

**Question 3. Date installed**

Answer: The Trust piloted Patients Know Best in City & Hackney in 2020 and is now in a phased process of rolling this out across the Trust.

**Question 4. Contract expiration**

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 them.*

The Trust does not have a direct contract with Patients Know Best. We agreed to pilot Patients Know Best at the invitation of City & Hackney Clinical Commissioning Group who were responsible for managing the contract locally prior to its wider rollout across London. The Trust does not hold the information requested and is therefore unable to disclose it to you.

**Question 5. Is this contract annually renewed? - Yes/No**

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 them.*

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managing the contract locally prior to its wider rollout across North East London. The Trust does not hold the information requested and is therefore unable to disclose it to you. The North East London Clinical Commissioning Group may be able to advise further. Contact details are [nelcsu.foi@nhs.net](mailto:nelcsu.foi@nhs.net)

**Question 6. Do you currently have plans to replace this system? - Yes/No**

Answer: The Trust does not have any plans to replace this system.

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