

Information Governance

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10 March 2022

Our reference: FOI DA4076

I am responding to your request for information received 21 January 2022. I am 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

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

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Request:

Dear Colleague

We are looking to update our records to ensure that we make timely contact in the future in relation to Patient and Staff Insight and Feedback programmes. We would therefore be grateful if you could respond to the following questions by return email and at the earliest opportunity.

Can you answer the three questions for each of the below surveys:

Question 1a. CQC patient surveys:

Urgent and Emergency Care

- **Can you provide details of your current supplier :**
- **Can you provide details of the current renewal/end date of this contract?**
- **Who is the main point of contact for this contract and their title and contact details?**

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 provide urgent and emergency care. We believe this question is for an acute Trust. The Trust does not hold the information requested and is therefore unable to disclose it to you.

Question 1b. Children and Young Peoples Inpatient

- **Can you provide details of your current supplier**

Answer: Healthcare Communications.

- **Can you provide details of the current renewal/end date of this contract?**

Answer: 1 June 2018 – 31 March 2022.

- **Who is the main point of contact for this contract and their title and contact details?**

Answer: The main point of contact for contracts for the Trust Dr Mohit Venkataram, Executive Commercial Director, 020 7655 4000.

Question 1c. Community Mental Health

- **Can you provide details of your current supplier**

Answer: Healthcare Communications.

- **Can you provide details of the current renewal/end date of this contract?**

Answer: 1 June 2018 – 31 March 2022.

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- **Who is the main point of contact for this contract and their title and contact details?**

Answer: The main point of contact for contracts for the Trust Dr Mohit Venkataram, Executive Commercial Director, 020 7655 4000.

Question 1d. Adult Inpatient

- **Can you provide details of your current supplier :**
- **Can you provide details of the current renewal/end date of this contract?**
- **Who is the main point of contact for this contract and their title and contact details?**

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.*

The Trust does not complete surveys for adult inpatient services. The Trust does not hold the information requested and is therefore unable to disclose it to you.

Question 1e. Maternity

- **Can you provide details of your current supplier :**
- **Can you provide details of the current renewal/end date of this contract?**
- **Who is the main point of contact for this contract and their title and contact details?**

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.*

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Question 2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements

- **Can you provide details of your current supplier :**
- **Can you provide details of the current renewal/end date of this contract?**
- **Who is the main point of contact for this contract and their title and contact details?**

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 provide hip or knee replacements. We believe this question is for an acute Trust. The Trust does not hold the information requested and is therefore unable to disclose it to you.

Question 3. NHS National Staff Survey

- **Can you provide details of your current supplier**

Answer: Picker Europe.

- **Can you provide details of the current renewal/end date of this contract?**

Answer: Yearly in August.

- **Who is the main point of contact for this contract and their title and contact details?**

Answer: The main point of contact for contracts for the Trust Dr Mohit Venkataram, Executive Commercial Director, 020 7655 4000.

Question 4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

- **Can you provide details of your current supplier**

Answer: Picker Europe.

- **Can you provide details of the current renewal/end date of this contract?**

Answer: Yearly in August.

- **Who is the main point of contact for this contract and their title and contact details?**

Answer: The main point of contact for contracts for the Trust Dr Mohit Venkataram, Executive Commercial Director, 020 7655 4000.

Question 5. Patient Friends and Family Test.

- **Can you provide details of your current supplier**

Answer: Healthcare Communications

- **Can you provide details of the current renewal/end date of this contract?**

Answer: 1 June 2018 – 31 March 2022

- **Who is the main point of contact for this contract and their title and contact details?**

Answer: The main point of contact for contracts for the Trust Dr Mohit Venkataram, Executive Commercial Director, 020 7655 4000.

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