



East London
NHS Foundation Trust

Information Governance

Charter House
7 Alma Street
Luton
LU1 2PJ

Email elft.foi@nhs.net

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

22nd September 2022

Our reference: FOI DA4208

I am responding to your request for information received **28th April 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,

Shuchi Joshi

Senior Information Governance Coordinator – Information Rights

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
Wycliff 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



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Interim Chair: Eileen Taylor

Request:

Question 1: How many patients in total is your Trust responsible for?

Answer: The Trust provides local services to an East London population of 820,000 and to a Bedfordshire and Luton population of 630,000. We provide forensic services to a population of 1.5 million in North East London

Taken from page 13 of the latest annual report here -
https://www.elft.nhs.uk/sites/default/files/2022-01/ELFT%20Annual%20Report%20and%20Accounts%202020-2021_0.pdf

Question 2: What is the total number of letters you post a year?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

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.

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 3: Which postal carriers do you use?

Answer:

Royal Mail	Yes
Whistl	No
UK Mail	No
Other	No

Question 4: What percentage of your patient letters are sent 1st class

Question 4a: What percentage of your patient letters are sent 2nd class (or equivalent)

Answer: The Trust has reviewed questions 4 and 4a of your request for information under the Freedom of Information Act (FOI) 2000.

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Question 5: Do you still use franking machines Yes/No

Answer: Yes

Question 5a: If yes, who is the manufacturer of your franking machines?

Pitney Bowes - No
Quadiant - Yes
Other (please specify)

Answer: Quadiant

Question 6: Do you use Hybrid mail to send patient letters?
If yes

Answer: Yes

Question 6a: What percentage of your total postal volumes (question 1) are sent via hybrid mail?

Answer: The Trust has reviewed question 6a of your request for information under the Freedom of Information Act (FOI) 2000.

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

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Question 6b: What is the name of your Hybrid mail supplier?

Answer: Xerox (UK) Ltd

Question 6c: What framework did you use to procure Hybrid mail?

Answer: Call off

Question 6d: When was the contract signed?

Answer: 30 April 2020

Question 6e: What is the duration (term) of the contract?

Answer: One year with the possible of extending by a further two years.

Question 7: Do you currently use a Patient portal App for some or all of your patient communications?

Answer: Yes

Question 7a: If yes, who is the supplier of your web portal or App technology?

Answer: Patients Know Best

**Question 7b: When did you first implement your patient portal or App technology
Year/month?**

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 7c: How many patients have registered to use your patient portal or App?

Answer: 416

Question 7d: How many letters a year are being sent via your web portal or App?

Answer: None

Question 8: Do you currently use email to communicate with your patients?

Answer: Yes

Question 8a: If yes, who supplies your email service?

Answer: NHS Mail

Question 8b: How many emails do you send to patients a year?

Question 8c: What is the cost of each email communication?

Answer: The Trust has reviewed questions 8b and 8c of your request for information under the Freedom of Information Act (FOI) 2000.

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

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(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
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Question 9: Do you currently use SMS to communicate with your patients?

Answer: Yes

Question 9a: If yes, who supplies your SMS messages?

Answer: British Telecom

Question 9b: How many SMS messages do you send to patients a year?

Question 9c: What is the cost of each SMS communication

Answer: The Trust has reviewed question 9b and 9c of your request for information under the Freedom of Information Act (FOI) 2000.

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

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Question 10: Who has the responsibility for digital transformation in your organisation?

Answer: **Name** - Philippa Graves
Email Address - philippa.graves1@nhs.net

Question 11: Who is responsible for your post room (ie who is your post room manager?)

Name

Email Address

Answer: Each locality manages their own post. There is not a responsible person for all post rooms within the Trust.

Question 12: Who is the director of IT in your organisation?

Answer: **Name** - Philippa Graves

Email Address - philippa.graves1@nhs.net

Question 13: Who is the Procurement manager responsible for print and post solutions in your organisation?

Answer: **Name** Dr Mohit Venkataram

Email Address - mohit.venkataram@nhs.net