

Information Governance

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8th December 2022

Our reference: FOI DA4297

I am responding to your request for information received **19th July 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
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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'what matters' to everyone, achieve a better quality
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Chief Executive: Paul Calaminus
Interim Chair: Eileen Taylor

Request:

Question 1: Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?

Question 2: If yes which services are outsourced and how many staff deliver each of these services?

Question 3: What is the contract start and expiry date (if multiple contracts exist please specify for each)?

Question 4: What is the contract start and expiry date (if multiple contracts exist please specify for each)?

Question 5: Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

Question 6: What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?

Answer: The Trust has reviewed questions 1-6 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 have a customer service department / helpline services. Only a Patient Advice & Liaison Service (PALS) which is in house and is therefore unable to provide a response.

Question 7: Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

Answer: As part of the North East London (NEL) and Bedfordshire, Luton & Milton Keynes (BLMK) Integrated Care Boards (ICBs), we are working in partnership to develop Digital solutions.

Question 8: Does the Authority have an efficiency target for this financial year 2022/23 for customer services, if yes please specify % of overall budget and amount to save?

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

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(b) if that is the case, to have that information communicated to them.

East London NHS Foundation Trust does not have a customer service department / helpline services. Only PALS which is in house and is therefore unable to provide a response.

Question 9: Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

Answer: The Trust has reviewed question 8 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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East London NHS Foundation Trust does not contract non-emergency transport providers. Where required the Trust utilises local taxi companies.

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

Question 10: Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

Answer: North East London (NEL) Integrated Care Board (ICB) are investing in Patient Held Records (PHRs) using the Patient Knows Best (PKB) platform.

Question 11: What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

Answer: The Trust has reviewed question 11 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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(b) if that is the case, to have that information communicated to them.

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Question 12: What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 – 2019



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Answer:

Year	No. of Patients
2018 - 19	143,381
2019 - 20	154,990
2020 - 21	139,760
2021 - 22	158,909

Question

13: Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

Answer:

Philippa Graves, Chief Digital Officer, Philippa.graves1@nhs.net is responsible for Digital Transformation.

The budget for Digital Transformation in 2022-2023 is £2.2m.

Regarding the budget for Digital transformation in subsequent years, the Trust has reviewed question 13 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 information for subsequent years as we do not yet know what the budget will be and is therefore unable to provide a response.



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