

**Information Governance**

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27 July 2023

**Our reference: FOI DA4831**

I am responding to your request for information received 10 July 2023. 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  
Senior Information Governance Manager - Compliance

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**



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  
**Chair:** Eileen Taylor

**Request:** Please can you disclose the following information:

**Question 1:** How many complaints has the trust received from July 2022 to July 2023?

**Answer:** The Trust has received 503 complaints from July 2022 to July 2023.

**Question 2:** How many of these complaints are related to poor or substandard care?

**Answer:** 75 complaints were raised concerning poor standard of care both physical and mental health.

**Question 3:** How many medical negligence claims were lodged against the trust in the same period?

**Answer:** 17 medical negligence claims were lodged against the Trust from 1 July 2022 to 1 July 2023.

**Question 4:** How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?

**Answer:** The Trust has reviewed question 4 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 data for compensations paid out on medical negligence claims and is therefore unable to provide a response.



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