

**Information Governance**

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24 October 2023

**Our reference: FOI DA4975**

I am responding to your request for information received 26 September 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,

Information Rights Coordinator

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**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request: Making an FOI request for the following:**

**Question 1: Total, amount in £s that is spent on PALs services across the Trust for the year 2022-23 (or latest available), a breakdown by hospital is preferable**

**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 have a dedicated budget for PALs and Complaints, the funding sits within the Governance & Risk budget. The Trust is therefore unable to provide a response.

**Question 2: Total amount in £s that is spent on complaints handling and operations in Complaints for the year 2022-23 (or latest available), a breakdown by hospital is preferable.**

**Answer:** The Trust has reviewed question 2 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 dedicated budget for PALs and Complaints, the funding sits within the Governance & Risk budget. The Trust is therefore unable to provide a response.

**Question 3: Total amount in £s that is spent on personnel making up complaints and PALs across the trust for the year 2022-23 (or latest available), a breakdown by hospital is preferable**

**Answer:** The Trust has reviewed question 2 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 dedicated budget for PALs and Complaints, the funding sits within the Governance & Risk budget. The Trust is therefore unable to provide a response.

**Question 4: Total number of employed individuals on complaints and customer experience teams, a breakdown by hospital is preferable**

**Answer:** The Complaints and PALS team has nine employees.



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**Question 5: Total amount in £s that is spent on Datix software across the trust, by hospital**

**Answer:** Total amount spent on Datix in 2022/23 was £52,118.89



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