

Information Governance

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3 October 2023

Our reference: FOI DA4914

I am responding to your requests for information received 22 August 2023. 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,

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

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: Can the trust confirm and provide information on the following: for the financial years ending:

- March 2024 (Year to date)
- March 2023
- March 2022

Question 1: The Trust's wayfinding strategy

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 wayfinding strategy and is therefore unable to provide a response.

Question 2: Number of missed appointments by type and location.

Answer: Please see appendix 1.

Tab 1 – Community Health Newham & Tower Hamlets (CHN & THT).

Tab 2 – Bedfordshire Community Health Service (CHS).

Tab 3 – Mental Health Services (MH).

Tab 4 – Musculoskeletal services (MSK).

Tab 5 – Improving Access to Psychological Therapies (IAPT).

Question 3: Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).

Answer: The Trust has reviewed question 3 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 cancelled appointments due to lack of wayfinding and is therefore unable to provide a response.

Question 4: Number of complaints associated to poor wayfinding.

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.*



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East London NHS Foundation Trust does not have a specific category for “wayfinding” complaints in a searchable format. The Trust is therefore unable to provide a response.



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