

Information Governance

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7 December 2023

Our reference: FOI DA5072

I am responding to your request for information received 21 November 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

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: I am writing to you under the Freedom of Information Act 2000 to request the following information regarding complaints received by EAST LONDON NHS FOUNDATION TRUST between 1st September 2022 and 31st August 2023 (inclusive). Specifically, I would like to know:

For the avoidance of doubt, it may be helpful for me to note that:

My questions are in reference to written complaints (which may have been originally made orally and subsequently recorded in writing) received by the Trust.

The terms 'sleeping accommodation' and 'women-only day rooms' are being used in the same sense that they are used in NHS England's guidance 2019 guidance 'Delivering same-sex accommodation', retrieved from: [https://qbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fstatistics%2Fwp-content%2Fuploads%2Fsites%2F2%2F2021%2F05%2FNEW-Delivering same sex accommodation sep2019.pdf&data=05%7C01%7Celft.foi%40nhs.net%7Cdafc57edcce749944c0408dbeaaa012b%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638361788120133288%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBjTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=79tRQmblbb4Pw33jS8e18VqWkaA5%2FdYNPBVsq%2Bpnli4%3D&reserved=0](https://qbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fstatistics%2Fwp-content%2Fuploads%2Fsites%2F2%2F2021%2F05%2FNEW-Delivering%20same%20sex%20accommodation%20sep2019.pdf&data=05%7C01%7Celft.foi%40nhs.net%7Cdafc57edcce749944c0408dbeaaa012b%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638361788120133288%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBjTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=79tRQmblbb4Pw33jS8e18VqWkaA5%2FdYNPBVsq%2Bpnli4%3D&reserved=0)

Question 1: How many women inpatients complained that a trans woman inpatient was sharing the same sleeping accommodation as the complainant?

Answer: Zero complaints.

Question 2: How many women inpatients complained that a trans woman inpatient was using the same women-only day room(s) that had been made available to the complainant?

Answer: Zero complaints.

Question 3: How many women inpatients complained about both of the aspects of their care referred to in questions 1) and 2)?

Answer: Zero complaints.



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