

Information Governance

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24 January 2024

Our reference: FOI DA5160

I am responding to your request for information received 23 January 2024. 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:

Question 1: The name of the telephone company handling the calls for Bramingham Park Medical Centre.

Answer: The company handling calls at Bramingham Park Medical Centre is Surgery Connect.

Question 2: Are the calls for options 1 – 5 handled by dedicated call handlers? If so, are these handlers based at Bramingham Park Medical Centre?

Answer: Yes. Handlers are based at the Medical Centre.

Question 3: Is there a service level agreement in place to handle the calls? If so, please specify the agreements.

Answer: No. The service level agreement is currently being developed.

Question 4: Please state the name, direct contact number and email address for the Subject Access Requests?

Answer: Name – Not applicable.
Tel – Not applicable.
Email - elft.accesstorecords@nhs.net

Question 5: Please state the name, direct contact number and email address for the Freedom of Information Requests?

Answer: Name – Not applicable.
Tel – Not applicable.
Email – elft.foi@nhs.net



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