

Information Governance

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14 February 2024

Our reference: FOI DA5185

I am responding to your request for information received 30 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 Governance 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



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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?

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 is primarily a Mental Health and Community Health Trust and as such does not provide outpatient appointments as described in this request. We are therefore unable to provide a response.

Question 2: Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?

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:

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(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 is primarily a Mental Health and Community Health Trust and as such does not provide hospital discharge summary notices as described in this request. We are therefore unable to provide a response.

Question 3: Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?

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:

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East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide clinical outcome letters as described in this request. We are therefore unable to provide a response.

Question 4: What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?

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:



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East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide outpatient appointments as described in this request. We are therefore unable to provide a response.

Question 5: What EPR system do you use please and what is the contract expiry date for that system?

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 2 and 4

https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf

Question 6: What PAS system do you use please and what is the contract expiry date for that system?

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 7

https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf

Question 7: What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 1 and 2



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<https://www.elft.nhs.uk/sites/default/files/2022-05/DA4055%20Patient%20Portal%20Patient%20Access%20Portal.pdf>

Question 8: If Yes to Question 7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?

Answer: Yes, the Trust use e-delivery (electronic email delivery) for Hybrid Mail with IAPT services which provides patients with an alternative way to receive letters.

Question 9: What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3896.pdf

Question 10: Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

Answer: The Trust uses Hybrid Mail. The supplier is Xerox and the contract expiry date is 29 April 2024.

Question 11: Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

Answer: Please see table below:

Service	Supplier	Contract Expiry
Patients Know Best (PKB).	North East London ICS.	Early 2025 with a view to potential extension but to be confirmed in the later stages of 2024.
EBO Virtual Assistant	The Access Group	31 July 2024

Question 12: Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

Answer: The Trust uses Kadence (Room Booking solution)
Supplier: Kadence
Contract expiry date: 18 March 2024.

Question 13: How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

Answer: The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.



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East London NHS Foundation Trust does not centrally record the number of days taken to process a DSAR as requested and is therefore unable to provide a response.

Question 14: Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

Answer: No.



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