



East London
NHS Foundation Trust
Information Governance
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London
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20 May 2024

Our reference: FOI DA5367

I am responding to your request for information received 2 May 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: I would like to know how many complaints have been logged against the Trust by patients for the years 2024 to date, 2023,2022, 2021 and 2020.

Answer: Please see table below:

Year of complaint	Number of complaints logged by patients
2020	263
2021	507
2022	399
2023	524
2024 to date	198
Grand Total	1891

Question 2: I would also like to know what the complaint was for.

Answer: Please see table below:

Reason for complaint	Number of complaints
Accessible and Responsive Care	275
Clinical	961
Confidentiality / IT / Records	73
Environment and Facilities	15
Health and Safety / Accidents / Fire	3
Mental Health Act/Law	41
Patient Focus	668
Safeguarding	47
Violence and Aggression	53
Grand Total	2136*

*Please note: A complaint could be logged under multiple subject matters depending on the nature of the complaint and for this reason the total number will vary from the data in Question 1.



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