



**East London**

**NHS Foundation Trust**

**Information Governance**

Robert Dolan House

9 Alie Street

London

E1 8DE

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

25 April 2025

**Our reference: FOI DA5977**

I am responding to your request for information received 2 April 2025. 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](http://www.ico.org.uk)

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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**

**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Crisis Line/111 Service Line**

**Question 1a: Do you have a customer/ citizen facing Crisis Line or 111 Service Line?**

Answer: Yes.

**Question 1b: Do you employ and manage your own Call Handlers, or do you outsource to a third party? If you outsource who to?**

Answer: Yes, we employ and manage our own staff. We do not outsource staffing.

**Question 1c: How many Call Handlers do you have?**

Answer: The Trust currently has 37 call handlers.

**Question 1d: Do Call Handlers work from home? Or just your offices?**

Answer: Staff work from an office base only.

**Question 1e: Please confirm the manufacturer of your Crisis Line/111 Service Line(s) that are currently in place?**

Answer: Ctalk Limited Contact Centre Solution  
Virgin Media Contact Centre Solution

**Question 1f: When is your contract renewal date?**

Answer: Virgin Media: August 2026  
Ctalk: August 2027

**Question 1g: When is the next renewal or procurement exercise scheduled for the Crisis Line/111 Service Line contract?**

Answer: 31 August 2027

**Question 1h: Who maintains your Crisis Line/111 Service Line(s)?**

Answer: The service lead and a Crisis Pathway Service Manager has oversight.

**Patient Record System**

**Question 2a: Do you use a Patient Record System in the Crisis Line/111 Service Line(s)? What platform is used?**

Answer: Yes. The Trust uses an Electronic Patient Record System (EPR) - RiO.

**Question 2b: Do you use the same Patient Record System for the rest of the organisation? What platform is used?**

Answer: Yes. The Trust uses RiO.



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