



**East London**  
NHS Foundation Trust  
**Information Governance**  
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21 August 2025

**Our reference: FOI DA6212**

I am responding to your request for information received 18 August 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:**

### **Access to Testing Clinical Information Systems**

**Question 1a: What is the approval process by which an external organisation may apply or request to connect with the trust's test clinical systems of record. (e.g. EMR, EHR, PACS)**

**Answer:** Access to test systems is only granted to external partners in specific circumstances to aid with upgrades, fixes from supplier or for other similar reasons.  
This would need to be approved by the Digital Team commensurate to what outcome is required.

**Question 1b: Which internal teams, roles, or committees are responsible for approving such a connection?**

**Answer:** Digital and Clinical Systems teams.

**Question 1c: What steps are involved in obtaining the necessary permissions or agreements to establish such a connection?**

**Answer:** This would be discussed as part of the planned activity and agreed between the Digital department and external partner.

**Question 1d: What is the entry point for this process? e.g. email address or webform.**

**Answer:** There is no generic e-mail or webform as the external partner will already be working with the Trust.

### **Access to Production Clinical Information Systems**

**Question 2a: What is the approval process by which an external organisation may apply or request to connect with the trust's production clinical systems of record. (e.g. EMR, EHR, PACS)**

**Answer:** Access to production clinical systems would only be granted if the access request is legitimate for the purposes of direct care delivery. This would be managed via a structured process conducted by the Digital team, which would involve liaisons with several departments including information governance to ensure the required governance has been completed and appropriate security measures are in place.

**Question 2b: Which internal teams, roles, or committees are responsible for approving such a connection?**

**Answer:** Access can be requested via internal service leads. This is then considered and approved by the Digital services team, with input from services such as information governance.

**Question 2c: What steps are involved in obtaining the necessary permissions or agreements to establish such a connection?**

**Answer:** Requestors would be expected to meet governance, security and contractual requirements. Steps can include the implementation of a contract, implementation of an honorary contract for particular individuals, security checks being conducted as well as data sharing agreements and data



protection impact assessments being completed, reviewed and approved where appropriate.

**Question 2d: What is the entry point for this process? e.g. email address or webform.**

**Answer:** This may come via an existing service lead or be initiated as part of a new collaborative working arrangement. There is no generic e-mail or webform as the external partner will already be working with the Trust.



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