



**East London**  
NHS Foundation Trust  
**Information Governance**  
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**Website:** <https://www.elft.nhs.uk>

23 September 2025

**Our reference: FOI DA6237**

I am responding to your request for information received 2 September 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:** I am writing to request information under the Freedom of Information Act regarding Exception Reporting FOI. Please can you complete the below questions.

**Question 1:** Please complete the below table on the software currently used in each department to allow resident doctors to submit exception reports\*:

*\* exception reporting refers to a system that allows doctors and other healthcare professionals to formally log any deviations from their agreed work schedule*

**Answer:** Please see table below:

Department	Software	Annual License of Software (if other costs, please specify)	Contract Start Date	Contract End Date	Does the system meet the latest NHS Employers requirements on exception reporting? Tick if yes
Urgent and Emergency Services	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:  <i>Any person making a request for information to a public authority is entitled—</i>  <i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and</i>  <i>(b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide these services. The Trust is therefore unable to provide a response.</p>				
Medical Care					
Surgery					
Critical Care					
Maternity					
Services for Children and Young People	HealthRoster	£348,098.53	01/06/2023	31/05/2028	Yes
	Patchwork	£98,000.00	08/02/2025	07/02/2026	Yes
End of Life care	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:  <i>Any person making a request for information to a public authority is entitled—</i>  <i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and</i>  <i>(b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide end of life care services. The Trust is therefore unable to provide a response.</p>				
Outpatient	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:  <i>Any person making a request for information to a public authority is entitled—</i>  <i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and</i>  <i>(b) if that is the case, to have that information communicated to them.</i></p>				



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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 services / departments. The Trust is therefore unable to provide a response.				
Community	HealthRoster	£348,098.53	01/06/2023	31/05/2028	Yes
Mental Health	Patchwork	£98,000.00	08/02/2025	07/02/2026	Yes
Other (please specify)	N/A	N/A	N/A	N/A	N/A

**Question 2: Are there any plans to change or upgrade the current exception reporting system? Given the NHS requirement for full implementation of the exception reporting reforms by 12th September 2025 (as reported by NHS England)**

Answer: Yes there are plans for the software to be updated in due course.

**Question 3: Can you provide the name and contact information for the Trusts Guardian of Safe Working Hours contact?**

Answer: Dr Justyna Sierpatowska, 020 7655 4000

**Question 4: Can you provide the name and contact information for the Trusts Medical Education lead?**

Answer: Barbara Britner, Interim Chief People Officer.  
Email: [barbara.britner@nhs.net](mailto:barbara.britner@nhs.net)



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