



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

30 October 2025

Our reference: FOI DA6237

I am responding to your request for information received 24 October 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

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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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: I am writing under the Freedom of Information Act (2000) to please request the following information regarding your Trust's patient portal, also known as a Patient Engagement Portal (PEP).

General Information

Question 1: Does your Trust have a PEP? Yes / No

- If no, do you plan to have one?

Answer: Yes.

Question 2: What is the name of your PEP product?

Answer: Patients Know Best.

Question 3: What year did your PEP go live?

Answer: 2020.

Staff Training and Support

Question 4: Did staff receive formal training on using the PEP during implementation? Yes / No

- If yes, was this mandatory?

Answer: No. Currently staff are not required to have access to PEP, so training is not required.

Question 5: Do staff receive formal ongoing training on the PEP? Yes / No

- If yes, is this mandatory?

Answer: No. Currently staff are not required to have access to PEP, so training is not required.

Question 6: Which job role and/or department provides support for staff using the PEP?

Answer: Currently staff are not required to have access to PEP, so such support is not required.

Question 7: Is it mandatory for staff to use the PEP? Yes / No

Answer: No.

Implementation and Management

Question 8: Which team led the PEP implementation process?

Answer: Digital Team in co-ordination with Integrated Care Systems (ICS) Digital Team.

Question 9: Did your Trust have a formal implementation strategy or project plan for the PEP? Yes / No

Answer: Yes, implementation project plan / strategy was in place.

Question 10: Does your Trust have dedicated Project Management support for digital transformation? Yes / No



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- **If yes, please provide the job title**

Answer: Yes. Associate Director for Innovation and Transformation.

Question 11: Does your Trust have any ring-fenced funding to support digital transformation? Yes / No

Answer: Yes. The Digital Dept has a small dedicated Clinical & Digital Systems Transformation Team. All posts are permanent funded from revenue.

Question 12: Does your Trust have a designated board-level role with responsibility for digital strategy? Yes / No

- **If yes, please provide the job title**

Answer: Yes. Chief Digital Officer.

Question 13: Do you have a dedicated team solely working on the PEP? Yes / No

- **If yes, how many members of staff work on this team?**

Answer: Yes. Three staff: PEP Project Lead, Transformation Lead, Technical Lead.

PEP Functionality

Question 14: From the following list, please tick which PEP functionalities are:

- **Live currently**
- **Due to be implemented in the next 12 months**

	Live Currently	Due to be implemented in the next 12 months.
Notifications such as appointment confirmation and reminders	x	N/A
Appointment scheduling/rescheduling		<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: Any person making a request for information to a public authority is entitled— <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 does not record information regarding the future plans for the system as requested. The Trust is</p>



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		therefore unable to provide a response.
Digital letters	x	N/A
Test results		The Trust has reviewed 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— <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> East London NHS Foundation Trust does not record information regarding the future plans for the system as requested. The Trust is therefore unable to provide a response.
Asynchronous messaging		
Forms for patients to complete via the portal such as PROMs, PREMs, pre and post-operative forms etc		
Patient-initiated follow-up (PIFU)		
Wait list validation		
Use of Artificial Intelligence		

Usage Data

Question 15: How many staff have logged on to the PEP in the last 6 months

Answer: None, as staff do not have access.

Question 16: Please provide a breakdown of the staff groups who have logged on to the PEP in the last 6 months, shown as percentages:

For example: 60% Administrative, 20% Clinical, 10% IT Support, 10% management.

Answer: No breakdown is available as staff do not have access.



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