



East London
NHS Foundation Trust
Information Governance
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9th January 2026

Our reference: FOI DA6291

I am responding to your request for information received 6 October 2025 and clarified 4 November. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

We are now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact us on the contact details above if you have any further queries.

Yours sincerely,

FOI Team

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.
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Print Room

Question 1: Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?

Answer: No. The Trust does not have a dedicated print room. The Trust has numerous printers across departments.

Question 2: Is this run by your own staff or outsourced to a third-party provider?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 3: If run internally, how many full-time equivalent (FTE) run this facility?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 4: Number of devices & model type/s?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 5: Name of incumbent supplier?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 6: Contract start / end date and length of any option to extend?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 7: If outsourced, please advise contract start / end date and length of any option to extend?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 8: Was this contract awarded through a framework? If yes, which one used?

Answer: Not applicable. The Trust does not have a dedicated print room.

Question 9: Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced

Answer: Not applicable. The Trust does not have a dedicated print room and as such no related staff costs.

External Print

Question 10: Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)?

Answer: Yes.

Question 11: Name of incumbent supplier/s?

Answer: Apogee.



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Question 12: If this arrangement provided under contract, please advise start / end date and length of any option to extend?

Answer: The Trust has reviewed question 12 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 2

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6234.pdf

Option to extend: two x twelve months.

Question 13: Was this contract awarded through a framework? If yes, which one used?

Answer: Yes.

The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 3

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6234.pdf

Question 14: Alternatively, was this awarded through a DPS arrangement?

Answer: Not applicable.

Question 15: Annual spend (ex VAT) for this service over the past 12 months?

Answer: £146,090.00

Mail Room (Inbound and/or Outbound)

Question 16: Do you have your own in-house Mail Room operation?

Answer: No. Each location has their own mail delivery and collection arrangements.

Question 17: If yes, how is the service run - physical or digital mail distribution?

Answer: Not applicable.



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Question 18: Is this run by your own staff or outsourced to a third-party provider?

Answer: Staff in each location.

Question 19: If run by your own staff, how many full-time equivalent (FTE) staff run this facility?

Answer: Not applicable. The Trust does not have dedicated staff to run the facility.

Question 20: If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?

Answer: Provider: Xerox.
Contract start date: 01/05/23
Contract end date: 30/04/26.
Option to extend: Twelve months.

Question 21: Was this contract awarded through a framework? If yes, which one used?

Answer: Yes. CCS framework.

Question 22: Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced?

Answer: £579,152.41

Question 23: Do you use a Hybrid Mail service as part of your patient communications approach?

Answer: Yes.

Question 24: If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?

Answer: Supplier: Xerox.
Contract start date: 01/05/23.
Contract end date: 30/04/26.
Option to extend: Twelve months.

Medical records / Digital Forms / Storage

Question 25: Have you yet to start, partly started or completed scanning your medical records?

Answer: Yet to start routinely scanning medical records, however some have been historically scanned.

Question 26: If started or completed, was this handled in-house or by an external company? If yes, please name the supplier

Answer: Not applicable.

Question 27: Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)?

Answer: Yes.



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Question 28: If you are not using a PiP approach, do you scan your end of episode material?

Answer: Not applicable.

Question 29: Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier

Answer: Both onsite and off site. Suppliers: Iron Mountain and Restore.

Question 30: Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?

Answer: TRAC Jobs from CIVICA has partial interface with ESR but presently we have no other HR onboarding system that interfaces with ESR other than TRAC.

Question 31: Finally, who at the Trust is responsible for these arrangements?
Clarification: Please ignore this question.

Answer: Not applicable.



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