



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>

12th February 2026

Our reference: FOI DA6261

We are responding to your request for information 19 September 2025. We are 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.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: The average waiting time (in days) for patients to be offered a routine GP appointment at practices within your Trust, broken down by calendar month from January 2024 to the most recent month available.

Answer: The Trust has reviewed question 1 of 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—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested at all its practices and is therefore unable to provide a full response. Please see Appendix 1 for data relating to Bedfordshire Practices (Kingsway & Bramingham, and Cauldwell Medical Centre).

For our London Practices, it would take over eighteen hours to review and provide this data, therefore we are applying Section 12(1) of the Freedom of Information Act 2000 which states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

Please also note that due to the nature of the services at our London Practices Health E1, Greenhouse and Newham Transitional Practices (our social inclusion Practices) there are very few advance appointments past 24 hours. Any appointments booked more than 24 hours in advance are booked as follow up appointments.

Question 2: If available, please also provide the longest recorded waiting time for a routine GP appointment during the same period.

Answer: The Trust has reviewed question 2 of 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—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested at all its practices and is therefore unable to provide a full response. Please see Appendix 1 for data relating to Bedfordshire Practices (Kingsway & Bramingham, and Cauldwell Medical Centre).

For our London Practices, it would take over eighteen hours to review and provide this data, therefore we are applying Section 12(1) of the Freedom of Information Act 2000 which states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit



Please also note that due to the nature of the services at our London Practices Health E1, Greenhouse and Newham Transitional Practices (our social inclusion Practices) there are very few advance appointments past 24 hours. Any appointments booked more than 24 hours in advance are booked as follow up appointments.



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