



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>

27th February 2026

Our reference: FOI DA6448

We are responding to your request for information received 23rd January 2026. 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



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system?

Answer: There were 772806 documents uploaded in 2025, however we are unable to know whether they were paper documents.

Question 2: During 2025, what was the total number of pages printed by the Trust?

Answer: Mono 6,995,133/ Colour 657,108

Question 3: How many printers or multifunction devices (MFDs) were in active use across the Trust during 2025?

Answer: Colour MFDs- 33, Mono MFDs- 246, Mono printers- 166

Question 4: How many print- or scanning-related faults or failures were logged during 2025?

Answer: 445

Question 5: Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider?

Answer: Yes, offsite with a third party provider

Question 6: During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail?

Answer The Trust has reviewed question 6 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 whether appointments were communicated by post or hybrid mail as requested and is therefore unable to provide a response.

Question 7: During the same period, how many missed or unattended appointments (“no-shows”) were recorded? And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient?

Answer There were 146516 appointments recorded as not attended in 2025. The reason is not recorded.



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