



East London
NHS Foundation Trust
Information Governance
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21st April 2026

Our reference: FOI DA6463

We are responding to your request for information received 2nd February 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



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: For Incident and Risk Management System, please confirm:

- **Supplier name**
- **Contract term (months), if known**
- **Contract expiry date, if known**
- **Contract value or approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)**

Answer: Supplier name - InPhase
Contract term (months) – 30 months
Contract expiry date – 30/09/2026
Contract value or approximate annual cost - £80,000 per annum

Question 2: For Quality and Compliance Management System, please confirm:

- **Supplier name**
- **Contract term (months), if known**
- **Contract expiry date, if known**
- **Contract value or approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)**

Answer: Supplier name - InPhase
Contract term (months) – 30 months
Contract expiry date – 30/09/2026
Contract value or approximate annual cost - £80,000 per annum

Question 3: For Patient Consent System, please confirm:

- **Supplier name**
- **Contract term (months), if known**
- **Contract expiry date, if known**
- **Contract value or approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)**

Answer: The Trust has reviewed question 3 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 have a Patient Consent system and is therefore unable to provide a response.

Question 4: For Patient Experience System (PREMs), please confirm:

- **Supplier name**
- **Contract term (months), if known**
- **Contract expiry date, if known**
- **Contract value or approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)**

Answer: Supplier name - Civica
Contract term (months), if known – 36 months
Contract expiry date, if known – 30/09/2026
Contract value or approximate annual cost - £0 to £50,000 per annum



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Question 5: For Patient Outcomes System (PROMs), please confirm:

- **Supplier name**
- **Contract term (months), if known**
- **Contract expiry date, if known**
- **Contract value or approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)**

Answer: The Trust has reviewed question 5 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 currently run a Patient Outcomes System. The Trust is therefore unable to provide a response.



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