



East London

NHS Foundation Trust

Information Governance

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21st May 2026

Our reference: FOI DA6564

We are responding to your request for information received 9th April 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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'what matters' to everyone, achieve a better quality
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

I am requesting the following information regarding phone calls by mental health Consultants to patients/service users:

Question 1: Policies/Guidance

Any current policies/standard operating procedures, guidance documents or protocols regarding the recording (audio, video or digital log) of phone calls made by mental health Consultants to patients/service users.

Answer: Please see appendix one.

Please note that whilst we have an audio visual recording policy it makes no specific reference to consultants contacting service users by phone. Patients are routinely asked during consultations what their communication preferences are and this could include the telephone.

Question 2: Internal Documents

Any internal memos, risk assessments or safeguarding documents that relate to recording such calls.

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. The Trust is therefore unable to provide a response.

Question 3: Legal Advice

Any legal advice or correspondence regarding whether recording such calls is permitted or prohibited under Data protection or other regulations.

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.

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Please note that calls to the Trust crisis lines are recorded. Outgoing calls from a consultant to a patient are not routinely recorded unless the patient specifically requested this, and that following a call, the clinical record should be updated with the date of the call and a brief summary of the discussion.



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Question 4: Plans/Proposals

Any plans, proposals or discussions (documented in email, meeting minutes or reports) regarding the implementation of recording Consultant-patient telephone calls in the future.

Answer: The Trust has reviewed question 4 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 and is therefore unable to provide a response.

Question 5: Confirmation if None Exist

If there are no such documents or plans, please confirm this explicitly and provide the rationale given by the Trust for not having a plan or policy in place.

Answer: Not applicable

Question 6: Historical Data

If any recordings of Consultant/patient telephone calls have taken place in the last 12 months, please provide:

- * **The total number of calls recorded**
- * **The context, purpose or reason for recording each call (eg safeguarding, clinical or legal documentation).**

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 the information requested and is therefore unable to provide a response.

Question 7: Previous FOIs

If the Trust has responded to any previous FOI requests regarding the recording of Consultant/patient telephone calls, please provide copies of those responses.

Answer The Trust has reviewed question 7 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 has not received any such FOI requests. The Trust is therefore unable to provide a response.



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