



East London
NHS Foundation Trust

Information Governance

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16 November 2020

Our reference: FOI DA3564

I am responding to your request for information received 29 September 2020. 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.

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

Yours sincerely,

Keshia Harvey
Information Governance Manager

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

Chair: Mark Lam

Interim Chief Executive: Paul Calaminus

We care

We respect

We are inclusive

Request:

Dear Sir / Madam

I would like to make a Freedom of Information request to your Trust looking at complaints from patients and racism from staff.

Question 1. Please can you tell me what is the name of your Trust?

Answer: East London NHS Foundation Trust.

Question 2. How many patient complaints has your Trust received, for any given reason?

Please break down into the following calendar years

2017

2018

2019

Answer: Please see table below:

Year	No. of complaints received
2017	291
2018	245
2019	270

Question 3. How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?

Please break down into the following calendar years

2017

2018

2019

Answer: Please see table below:

Year	No. of complaints citing racism
2017	0
2018	0
2019	0

Question 4. How many complaints relate to the treatment of women who have given birth in your Trust?

Please break down into the following calendar years

2017

2018

2019

Answer: East London NHS Foundation Trust is a mental and community health trust and we therefore do not think this question is relevant to us.

Question 5. How many of those from Q4 included racism in their complaint?

2017

2018

2019

Answer: N/A.

Chair: Mark Lam

Interim Chief Executive: Paul Calaminus

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Question 6. How many members of staff have received some form of disciplinary action due to a complaint by a patient? Please break down into the following calendar years and please list what action was taken.

2017
2018
2019

Answer: Please see table below:

Year	No. of disciplinary action due to a complaint by a patient.	Informal action taken	Formal action taken
2017	1	-	1
2018	9	2	7
2019	5	1	4

Question 7. How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017
2018
2019

Answer: Please see table below:

Year	No. of disciplinary action due to a complaint by a patient.
2017	0
2018	0
2019	0

Question 8. How many members of staff have made a complaint regarding racism from a patient.

Please break down into the following calendar years

2017
2018
2019

Answer: This information is not recorded and therefore not available.