



**East London**  
NHS Foundation Trust  
**Information Governance**  
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27 June 2024

**Our reference: FOI DA5418**

I am responding to your request for information received 28 May 2024 and clarified on 6 June. 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,

Information Rights Coordinator

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](http://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: How many Subject Access Requests (SARS) do you receive per year?**

**Clarification: please use the last 5 financial years as time-frame**

**Answer:** Please see table below:

<b>Financial Year</b>	<b>Number of SARS received</b>
2019/20	1429
2020/21	2193
2021/22	2095
2022/23	1734
2023/24	1731

**Question 2: How many FOI requests do you receive per year?**

**Clarification: please use the last 5 financial years as time-frame**

**Answer:** Please see table below:

<b>Financial Year</b>	<b>Number of FOI requests received</b>
2019/20	362
2020/21	342
2021/22	442
2022/23	522
2023/24	661

**Question 3: How many call centre queries do you receive regarding patients requesting access to their data?**

**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 provide call centre services and is therefore unable to provide a response.

**Question 4: How many call centre queries do you receive regarding patients requesting their imaging data?**

**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 provide call centre services and is therefore unable to provide a response.



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**Question 5: How many images do you share with patients?**

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 is primarily a Mental Health and Community Health Trust and as such does not provide imaging services. The Trust is therefore unable to provide a response.

**Question 6: How much do you spend on burning radiology images onto CDs?**

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 is primarily a Mental Health and Community Health Trust and as such does not provide imaging services. The Trust is therefore unable to provide a response.

**Question 7: How much do you spend on the Image Exchange Portal?**

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 is primarily a Mental Health and Community Health Trust and as such does not provide imaging services. The Trust is therefore unable to provide a response.

**Question 8: How many negative patient outcomes have arisen when patient data was not readily available?**

**Clarification: please disregard question 8**

Answer: Not applicable.



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