



East London

NHS Foundation Trust

Information Governance

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London

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11 July 2024

Our reference: FOI DA5407

I am responding to your request for information received 22nd May 2024. 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,

Daniel Hill
Senior Information Governance Manager - Compliance

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:

I would like to ask, under the Freedom of Information Act that you provide me with the following information for the table below.

Question 1: Please respond by populating the table below,

Clarification: I was hoping to get those questions broken down by FOI, SAR and Complaints. My request was related to formal complaints, if there is no distinction between complaints related to PALS and general complaints, happy for you just to provide one figure for complaints

Further Clarification: Just a number for the amount of formal complaints received by the trust will be sufficient for what I am after and complaints is not related to FOI or SARs

Answer: Please see table below:

Question	FOI	Non-medical Subject Access Requests	Medical Subject Access Requests	Formal Complaints
Number of cases/requests received in the last calendar year (2023)	635	40	1810	524
Of those requests/cases in 2023, the number answered within time limits for the request/case.	413	24	1456	244
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Spreadsheet	Spreadsheet	Spreadsheet	Spreadsheet
Team/department that processes the request (name of team/department)	Information Governance	Information Governance	Information Governance	Complaints & PALS



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