

Information Governance

Charter House
7 Alma Street
Luton
LU1 2PJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

16th May 2022

Our reference: FOI DA4198

Angela Johnson

By Email: request-859616-64e5d69f@whatdotheyknow.com

Dear Angela,

I am responding to your request for information received **6th May 2022**. 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,



Shuchi Joshi

Senior Information Governance Coordinator – Information Rights

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

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Chief Executive: Paul Calaminus

Interim Chair: Eileen Taylor

Request:

Question 1: Do you use any applications or tools to communicate with your patients digitally?

- Pre- and post-operative communication
- eConsent
- Outpatients
- Emergency Care
- Patient engagement at home
- Patient satisfaction

Answer Yes for eConsent, outpatients, Patient engagement at home and Patient satisfaction.
As East London NHS Foundation Trust is primarily a Mental Health Facility, we do not have Pre and post-operative or emergency care services.

Question 2: Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients

Answer: There is not a specific person responsible for developing digital communication with patients, this would involve a combination of our Communications Team and Digital Services.

**Question 3: Also, do you have performance targets for monitoring patient satisfaction?
If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.**

Answer: East London NHS Foundation Trust does not have specific performance targets with regards to patient experience