

FOI Ref: 26/127

20th March 2026

Eastbourne District General Hospital

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Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

Please can you answer the following questions regarding the Trust's print and document management set up under the Freedom of Information Act:

- 1. During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system?**

We do not record instances where documents that are scanned are then uploaded onto the Trust's electronic patient record system; therefore, we do not hold this information.

- 2. During 2025, what was the total number of pages printed by the Trust?**

17,333,749 pages were printed by the Trust.

- 3. How many printers or multifunction devices (MFDs) were in active use across the Trust during 2025?**

302 devices were in active use across the Trust in 2025.

- 4. How many print- or scanning-related faults or failures were logged during 2025?**

62.

- 5. Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider?**

A small number of items are held with a third party; most are scanned to a document management system.

6. **During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail?**

ESHT does not record items issued by post or hybrid mail broken down to the level requested, therefore we do not hold this information.

7. **During the same period, how many missed or unattended appointments (“no-shows”) were recorded?**

For the period 1st January to 31st December 2025, there were 28,165 missed or unattended appointments.

And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient?

ESHT does not record how many of the no-shows were attributed to appointment communications not being received or acknowledged by the patient.

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm