

FOI Ref: 26/135

18th March 2025

Eastbourne District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

Tel: 0300 131 4500
Website: www.esht.nhs.uk

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:

I am writing to request information under the Freedom of Information Act 2000 regarding the management and financial impact of lost or stolen patient property within the trust.

Please provide the following information for each of the last three financial years (2022/23, 2023/24, and 2024/25 to date):

1. Claim Volumes & Success Rates:

- a. **The total number of formal claims submitted to the Trust for lost or stolen patient property.**

[We do not hold this information. Successful claims are forwarded to East Sussex Healthcare NHS Trust's finance team from multiple sources.](#)

- b. **The total number of these claims that were successfully settled (resulting in a financial payout or direct replacement).**

[Please see the attached document - 'FOI 26-135 - Lost or Stolen Patient Property' for the number of claims successfully settled resulting in a financial payout.](#)

- c. **The total number of these claims that were rejected or denied.**

[We do not hold this information, please refer to question 1a.](#)

2. Financial Impact:

- a. **The total monetary amount (£) paid out by the Trust in compensation or reimbursement for these claims.**

[Please see the attached document - 'FOI 26-135 - Lost or Stolen Patient Property' for the total monetary value paid out by the Trust.](#)

3. Incident Reporting:

- a. The total number of incident reports (e.g., recorded on Datix or similar systems) specifically categorized as "lost" or "stolen" patient property.**

Please see the attached document - 'FOI 26-135 - Lost or Stolen Patient Property' for the number of incidents reported of lost or stolen property on ESHT's incident reporting system.

4. Administrative Burden & Staff Time:

- a. The average or estimated number of staff hours required to investigate a single property claim from initial report to final resolution.**

We do not hold this information as we are unable to quantify the number of staff hours required to investigate a single property claim.

- b. If an exact figure is not held, please list the job titles of the staff involved in the review and approval process (e.g., Ward Manager, Risk/Legal Team, Finance Officer).**

We do not hold this information but can confirm that various staff across the Trust may be involved in the review and approval process of lost or stolen property.

Please provide this data in an electronic format (preferably an Excel see attached).

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

26/135 - East Sussex Healthcare NHS Trust

Lost or Stolen Property

Year	Total Number of Cases	Total Amount Paid
2022-23	32	14,745.59
2023-24	26	12,873.05
2024-25	34	23,652.59
Total	92	51,271.23

Incidents reporting Lost/Stolen Patient Property April 22 to March 25

	2022/2023	2023/2024	2024/2025	Total
Security - Lost property	34	31	38	103
Security - Theft	9	5	5	19
Total	43	36	43	122