

16th April 2026

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:

This request concerns your Trust's contractual relationship with The Phoenix Partnership (Leeds) Ltd (Companies House number 04077829), the supplier of the clinical software platform.

1. PERFORMANCE AND INCIDENTS

- (a) The number of P1 (critical) and P2 (major) incidents formally raised with TPP by your Trust since 1 January 2022, categorised by year;**

[There have been no P1 or P2 incidents formally raised with TPP by East Sussex Healthcare NHS Trust \(ESHT\), since 1st January 2022.](#)

- (b) Whether any of those incidents resulted in patient safety concerns being formally recorded, and if so, how many;**

[Not applicable.](#)

- (c) Whether your Trust has ever invoked, or formally considered invoking, any contractual penalty, service credit, or remediation clause against TPP, and if so, the outcome.**

[Not applicable.](#)

2. GOVERNANCE

- (a) Whether your Trust conducted any review of its relationship with TPP following press coverage in March 2024 regarding founder Frank Hester;**

- (b) Whether any board paper, executive briefing, or governance record was produced in connection with such a review, and if so, the title and date of that document (I do not request the full document at this stage, only confirmation of its existence).**

[There was no formal Board paper, however various ESHT stakeholders were sighted on the subject. At the time, a review of TTP's policies was completed and a clause was](#)

included within the contract, giving ESHT the option to terminate if TPP breaches its own Equality, Diversity and Inclusion (EDI) Policy.

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