

24th 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:

I am requesting the following information:

1) For formal NHS complaints received between 1 January 2022 and 31 December 2025, please provide:

a) Total number of formal complaints received.

1,745.

b) The number of formal complaints acknowledged within 3 working days.

1,745.

c) The number of formal complaints closed with a final response within:

i) 3 months.

1,473.

ii) 6 months.

202.

iii) 12 months.

4.

iv) Over 12 months.

0.

v) The current number of open formal complaints that have gone over the 12 month time period, with no final response.

0.

2) For the period 1 January 2022 to 31 December 2025, please provide:

a) The number of complaints relating to letters sent to incorrect patient addresses.

1.

b) The number of internal incident reports logged relating to misaddressed patient correspondence.

- Incidents where patients report receiving the correct paperwork but that it also contained paperwork for another patient = 21
- Incidents where it is reported a patient reported receiving paperwork that was partially or entirely not for them = 38

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