

15th October 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 writing to request information regarding the use of non-clinical, administrative staff in operational or clinical roles on wards due to staffing shortages.

Please provide the following information for the last 24 months (up to the date of this request):

1) Internal Communications:

- a) **Has the Trust issued any internal communications (e.g., mass emails, staff bulletins, intranet notices, or memos) requesting non-clinical/administrative staff to volunteer for, or cover, operational ward roles due to staff shortages?**

No.

- b) **If yes, please provide copies of these communications. (Personal data such as names can be redacted).**

Not applicable.

2) Policies and Guidance:

- a) **Has the Trust created or updated any policies, standard operating procedures, or emergency protocols in the last 24 months that formally outline the redeployment of non-clinical staff to operational ward roles (such as portering) during periods of high pressure or short staffing?**

No.

- b) **If yes, please provide a copy of any / all documents.**

Not applicable.

3) Recorded Instances:

- a) Does the Trust hold a central record of shifts or hours where non-clinical/administrative staff were redeployed to cover operational ward roles (e.g., as porters or HCAs)?**

None.

- b) If yes, please provide the total number of shifts covered by non-clinical staff in operational ward roles over the last 24 months. Please break this data down by:**

i) Month and Year.

ii) The non-clinical department the staff member normally works in (e.g., Finance, IT).

iii) The operational role they were covering (e.g., Porter, HCA)

Not applicable.

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