

21st October 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:

Under the Freedom of Information Act 2000, I am requesting recorded information regarding complaints, formal objections, or negative feedback submitted by NHS staff (including clinical, administrative, and IT personnel) concerning the use, deployment, or functionality of the Palantir Foundry software and/or the Federated Data Platform (FDP).

Please provide the following information covering the past 18 months (from 01/03/25 to present day).

- 1. The total number of recorded complaints, negative feedback logs, or IT service-desk tickets submitted by staff members explicitly citing usability issues, system errors, or operational inefficiencies regarding Palantir Foundry/FDP.**

0.

- 2. The number of formal grievances, workplace disputes, or ethical objections logged by staff members or their union representatives explicitly regarding their requirement to engage with or use Palantir software.**

0.

- 3. If a centralized feedback log exists for the rollout of this software, a high-level summary or anonymized list of the primary reasons cited for staff dissatisfaction (e.g., training deficiencies, technical failure, data entry duplication, ethical concerns).**

Not applicable.

- 4. Copies of any internal review summaries, staff survey results, or feedback assessments compiled by the trust/organisation within the last 24 months evaluating staff sentiment toward the Palantir software rollout.**

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