FOI REF: 26/689

East Sussex Healthcare NHS Trust

2 November 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 recorded information specifically concerning complaints, patient-safety processes and organisational learning relating to patients with ME/CFS at Conquest Hospital.

Where relevant information is held only at East Sussex Healthcare NHS Trust level and cannot be disaggregated by site, please provide the Trust-level information and state that it cannot be separated for Conquest Hospital.

Please provide information covering the period from 29 October 2021 to the date of this request.

For the purposes of electronic searches, please use the terms:

- **"ME/CFS";**
- **"myalgic encephalomyelitis";**
- **"chronic fatigue syndrome".**

1) Formal complaints:

If the Trust's complaints system permits these terms to be electronically searched, please provide the number of formal complaints relating to Conquest Hospital returned by those searches.

For those records, please provide, where already held in structured or readily retrievable form:

a) year;
b) clinical department or specialty;
c) complaint category;
d) whether the complaint was upheld, partially upheld or not upheld.

There have been no formal complaints relating to the above within the date range requested.

2) Patient-safety incidents:

If the Trust's patient-safety reporting system permits these terms to be electronically searched, please provide the number of incidents relating to Conquest Hospital returned by those searches.

Where already held in structured or readily retrievable form, please provide:

a) year;
b) clinical department or specialty;
c) incident category;
d) recorded level of harm.

There have been no patient safety incidents raised relating to the above within the date range requested.

3) Formal reviews and investigations:

Please provide recorded information identifying any formal review, investigation, audit or organisational learning exercise specifically concerning the care of patients with ME/CFS at Conquest Hospital during this period.

This may include:

a) Patient Safety Incident Investigations;
b) After Action Reviews;
c) multidisciplinary reviews;
d) thematic reviews;
e) clinical audits;
f) quality-improvement projects;
g) service reviews;
h) serious incident or other patient-safety reviews.

East Sussex Healthcare NHS Trust (ESHT) has not identified any formal review, investigation, audit, service review, quality improvement project, thematic review or organisational learning exercise specifically concerning the care of patients with ME/CFS at Conquest Hospital.

For each identified review, please provide where held and lawfully disclosable:

i) title;
j) date;
k) type of review;
l) commissioning body or department;
m) final report, findings or recommendations.

Not applicable.

4) Organisational action arising from concerns about ME/CFS care:

a) Please provide copies of any recorded action plans, recommendations, lessons-learned summaries, revised guidance, staff briefings, training changes, pathway changes, service changes, monitoring arrangements or follow-up reviews arising from complaints, incidents, audits or formal reviews concerning the care of patients with ME/CFS at Conquest Hospital.

b) Where recorded, please identify the process or review from which the action arose.

ESHT has not taken any action as there has been no concerns raised about ME/CFS care.

5) Thematic analysis:

a) Please confirm whether the Trust holds any thematic analysis of complaints, incidents or patient feedback concerning ME/CFS at Conquest Hospital.

b) If so, please provide the report, summary, recommendations or action plan.

ESHT does not hold any thematic analysis relating specifically to complaints, patient safety incidents or patient feedback concerning ME/CFS at Conquest Hospital.

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