

Email: foi.tsdf@nhs.net
Our Ref: TSD10872

2 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

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.**
- 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.**
- 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).**
- 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.**

Please note that I am seeking aggregated statistical counts or redacted/anonymized summaries. I do not require any personal data or information that could identify individual members of staff.

We use the FDP for a small number of national submissions where NHS England requires us to do so. We have not connected our systems to the platform to send data automatically and continuously and we have no current plans to do so. Therefore, the Trust does not hold any recorded information within the scope of questions 1–4.

NHS England sees the FDP as an important part of its wider digital strategy and believes it can help NHS organisations make better use of data to support areas such as waiting list management, patient flow, theatre utilisation, discharge planning and operational performance. NHS England's current planning guidance includes an expectation that NHS organisations will increasingly adopt FDP products and capabilities over the coming years.

Questions are often raised about what information is held on the platform and who can access it. NHS England's position is that NHS organisations remain the data controllers for their own information and determine how that information is used. NHS England has also stated that suppliers cannot access, use or share NHS data for their own purposes other than under NHS instruction, and that existing legal, data protection and information governance requirements continue to apply.

There has also been public debate about NHS England's decision to award the FDP contract to a consortium led by Palantir. Some of that debate relates to data sharing and public confidence in the use of health information, while some relates to Palantir itself, including the company's previous work particularly with military and defence and broader questions about the role of large technology companies in public services.

NHS England's position is that the contract was awarded following a national procurement exercise and that the controls governing access to and use of NHS data apply regardless of the technology supplier involved. NHS England has also stated that NHS organisations retain control of their own information and that suppliers cannot use NHS data for their own purposes.

There are a range of Frequently Asked Questions about the NHS Federated Data Platform and Palantir on the NHS England website:

<https://www.england.nhs.uk/digitaltechnology/nhs-federated-data-platform/fdp-faqs/#what-is-the-nhs-federated-data-platform>

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team