

**Reference Number:** FOI/LHCH/2018/102  
**From:** Private Individual  
**Date:** 18 April 2018  
**Subject:** Appointment booking

Q1 Please provide details of the Trust's current Letter printing service supplier/system.

A1 Patient appointment letters are generated and printed from the Trust Patient Administration System (PAS)

Membership Engagement Services (MES) provide Clickpost functionality (Integrated instant mailing from the system) to public members.

Q2 What is the Trusts annual cost for the printing and postage of patient letters?

A2 £189,738.93 – this includes postage, consumables, inserts, and printing. Individual costs / breakdown of costs will not be disclosed under section S43 commercial interests.

Q3 Please provide monthly values for the number of patient letters sent?

A3 412,500 – this is the annual total of documents sent to patients which includes letters and inserts e.g. patient booklets, leaflets, supplementary information etc. Breakdown by month is not held.

Q4 Does the Trust use the services of an external printer for patient and non-patient letters?

A4 Patient – no

Non-patient - Membership Engagement Services (MES) provide an ad hoc letter mailing system to public members.

If No, go to question 5. If Yes, go to question 7.

Q5 What are the Trusts costs for the service and support of onsite printing equipment?

A5 Total costs for 17/18 £78,172.38 (covers usage and rental)

Q6 Have you previously considered using outsourced services? Please provide details of why you chose not to use them.

A6 Patient – yes, no significant financial saving

Q7 Please provide when the service was implemented, and the services included?

A7 Non patient – Membership database was implemented in April 2011

Q8 Please provide specific details of any aims/targets set of the print service and whether

these have been achieved?

- A8 Non patient – not applicable – only used on an ad hoc basis
- Q9 Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?
- A9 Non patient - Gill Donnelly, Membership and Communications Officer
- Q10 Please provide details of:
- Supplier
  - Expected contract length
  - Contract review date
  - Cost of contract to date
- A10 Non patient – a. Membership Engagement Services (MES)  
b. Information not held - no contract in relation to using ClickPost mailing service as this is an additional service.  
c. Information not held – not applicable  
d. Information not held – not applicable
- Q11 Please provide details of the implementation costs and on-going/support costs?
- A11 Non patient – Information not held – not applicable
- Q12 Please provide details of the processes followed to procure an external print service?
- A12 Non patient – This is a bespoke service and can only be delivered by the existing database. Trust considered number of database options when procuring the database.
- Q13 Please provide details of the channels used to publish the notification of procurement, for an external print service?
- A13 Non patient – Information not held – not applicable