

Reference Number: FOI202223/009
From: Commercial
Date: 05 April 2022
Subject: Number of letters posted, percentage of 1st/2nd class, franking machine use, patient portal use, Email and SMS use with patients

Q1 How many patients in total is your trust responsible for?

A1 This information is in constant change however, as of 30/05/2022 the Trust is responsible for 26,860 patients who are registered on our Patient Administration System.

This includes those on the inpatient waiting list, outpatient waiting list and outpatient follow up waiting list. Private patients and patients that have died have been removed and are not included.

For our catchment, as we are a specialist Trust, we have patients coming from all over England, Wales and the Isle of Man who may not be treated but would come to us if needed.

Q2 What is the total number of letters you post a year?

A2 398,578

Q3 Which Postal carrier(s) do you use?

A3 Royal Mail & ERS Medical

Q4 What percentage of your patient letters are sent 1st Class?

A4 Information not held - we do not separate patient's volumes of letters from other volumes of business letters

Q5 What percentage of your patient letters are sent 2nd Class (or equivalent)

A5 Information not held - we do not separate patient's volumes of letters from other volumes of business letters

Q6 Do you still use franking machines
a. If Yes, who is the manufacturer of your franking machines

A6 Yes
a. Quadient

Q7 Do you use Hybrid mail to send patient letters?
If Yes:
a. What percentage of your total postal volumes (question 1) are sent via hybrid mail?
b. what is the name of your hybrid mail supplier?

- c. What framework did you use to procure hybrid mail?
- d. When was the contract signed?
- e. What is the duration (Term) of the contract?

A7 No
a-e: not applicable

- Q8 Do you currently use a Patient portal or App for some or all of your patient communications?
If Yes:
- a. Who is the supplier of your web portal or App technology?
 - b. When did you first implement your patient portal or App technology (Year/Month)
 - c. How many patients have registered to use your patient portal or App
 - d. How many letters a year are currently being sent via your web portal or App

A8 Yes

- a. Healthcare Communications
- b. Solution is currently being implemented across the Trust but contract with supplier commenced January 2022.
- c. Solution is still being implemented so no patients have yet registered for the portal
- d. Solution is still in the process of being implemented so currently no letters have been sent via web portal

- Q9 Do you currently use Email to communicate with your patients?
If yes:
- a. Who supplies your email service?
 - b. How many emails do you send to patients a year?
 - c. What is the cost of each email communication?

A9 No
a-c: not applicable

- Q10 Do you currently use SMS to communicate with your Patients
If yes:
- a. Who supplies your SMS service
 - b. How many SMS do you send to patients a year?
 - c. What is the cost of each SMS communication?

A10 Yes

- a. Healthcare Communications
- b. 90,588 SMS reminders – once the solution is fully implemented
- c. Information exempt under Section 43: Commercial Interests

- Q11 Who has responsibility for digital transformation in your organisation
- a. Name
 - b. Email Address

A11

- a. Ian Gilbertson, Associate Director of Digital Transformation
- b. Ian.Gilbertson@alderhey.nhs.uk

- Q12 Who is responsible for your post room (i.e. who is your post room manager?)
- a. Name

b. Email Address

A12 a. Sharon Hindley, Head of Facilities
 b. Sharon.Hidnley@lhch.nhs.uk

Q13 Who is the Director of IT in your organisation?
 a. Name
 b. Email Address

A13 a. Kate Warriner, Chief Digital and Information Officer
 b. Kate.warriner@alderhey.nhs.uk

Q14 Who is the procurement manager responsible for print and post solutions in your organisation?
 a. Name
 b. Email Address

A14 a. Steve Doran, Head of Procurement
 b. Steve.Doran@lhch.nhs.uk