

Reference Number: FOI2021/407
From: Private Individual
Date: 08 December 2021
Subject: Outbound and Inbound Mail

Q1 Outbound Mail

- A. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?
- B. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?
- C. If the outbound mail/printing service is outsourced, who is the current contract with?
- D. If outsourced, when is the current contract due for renewal?
- E. What is your annual spend for patient appointment letters and correspondence?
- F. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?
- G. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

- A1
- A. In House
 - B. 471,311 (this includes appointments and patient correspondence for acute, radiology and community services)
 - C. Information Not Held – however, the Trust are moving toward an outsourced process during Q4 2021/22 with Healthcare Communications
 - D. Information Not Held – however, the Trust are moving toward an outsourced process during Q4 2021/22
 - E. £410,932 (includes postage, inserts, stationary cost managed in house)
 - F. NHS SBS
 - G. Associate Director Digital Transformation

Q2 Inbound Mail

- A. Does the Trust have a centralised mailroom for all incoming post/mail?
- B. If so, is this managed by Trust employees?
- C. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?
- D. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?
- E. When is the contract up for renewal?
- F. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?
- G. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation

- A2
- A. Yes, one centralised point for all incoming/outgoing mail
 - B. Yes, Trust staff
 - C. Information not held, as per A2.A
 - D. Information not held – the Trust does not record in-coming volumes of post

- E. Information not held, as per A2.A
- F. Information not held, as per A2.A
- G. Sharon Hindley, Head of Facilities is responsible for the Trust postal service