

Reference Number: FOI202425/373
From: Private Individual
Date: 20 November 2024
Subject: Hybrid Mail and Printing of Patient Correspondence

Q1 Do you outsource your printing and posting of your patient correspondence? If so, which company, and when will the contract end?

A1 [Healthcare Communications](#)
[Contract End: December 2025](#)

Q2 What volume of patient letters do you send per year and how much budget does the Trust spend?

A2 [Royal mail patient letters November 2023 to November 2024: 260,666](#)

[Budget Spend: Information not held – we only hold the total amount spent with HealthCare Communications. A portion of this relates to Printing and Posting letters, but we do not hold a breakdown of the spend to this level.](#)

Q3 Does the Trust send text alerts/ emails to patients? If so, which external company and contract details

A3 [Healthcare Communications](#)

Q4 Does the Trust have a franking machine/ internal post room?

A4 [Yes, the Trust has both a franking machine and an internal post room.](#)

Q5 How many Radiology appointments do you offer patients? I would like to know how many Radiology appointments are sent out to patients each year (the last 12 months if easier) please. This number relates to all appointments under Radiology e.g., MRI, Plain film etc.

A5 [18,674 letters were generated and printed from Radiology.](#)

[6735 letters were generated and printed from Healthcare Comms \(automated service\)](#)

[Total letters = 25,409](#)