

**Reference Number:** FOI202526/095  
**From:** Private Individual  
**Date:** 03 June 2025  
**Subject:** Outsourcing of printing and posting patient correspondence

Q1 Do you outsource your printing and posting of your patient correspondence such as appointment letters and clinical correspondence?

A1 Yes

Q2 If so, which company, and what is the contract end date?

A2 Healthcare Comms  
Contract end date: December 2025

Q3 What volume of patient letters do you send per year?

A3 22445 letters issued in the financial year 24/25.

Q4 Does the Trust send text alerts/ emails to patients?

A4 Yes

Q5 If so, which external company and contract end date?

A5 As per A2

Q6 Does the Trust have a franking machine/ internal post room?

A6 Yes

Q7 Does your Trust send patient Digital communication?

A7 Yes, for appointment letters

Q8 If so,  
• How is this done and if an external company is used what is the company name and contract end date?  
• What is the Trusts digital sign-up rate for patients?  
• What percentage of patients read their communication via digital versus traditional print?

A8  
• Healthcare Comms, Contract end date: December 2025  
• Trust Digital Sign-Up Rate, Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

- % of patients read their communication via digital versus print, Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q9 How does the Trust support those patient with AIS and/or living in Digital Poverty in getting their communication and do not result in a DNA?

This refers to Accessibility Information Standards which ensures that people with disabilities or sensory loss receive information in formats they can understand. It aims to provide accessible information and professional communication support to those who need it. The standard is designed to make sure that people with disabilities, impairments, or sensory loss can easily read or understand information.

AIS - refers to Accessibility Information Standards The Accessible Information Standard (AIS) is a law to make sure people who have a communication need due to a disability, impairment or sensory loss, to receive information in a way they can use and understand; and that they receive support to communicate.

Examples of AIS would be providing Braille, text to speech etc

A9 We are able to provide different communication formats, such as large print, braille or audio, upon request.