

Reference Number: FOI202223/011
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 Information not held – This information is in a constant change however the Trust treats approx. 330,000 patients a year although this will include repeat attenders. However, our catchment will be even greater of children in the area 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 Whilst this information is routinely held by the Trust, we are not currently able to provide it due to a technical issue with the relevant software

Q3 Which Postal carrier(s) do you use?

A3 Royal Mail

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

A4 Whilst this information is routinely held by the Trust, we are not currently able to provide it due to a technical issue with the relevant software

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

A5 Whilst this information is routinely held by the Trust, we are not currently able to provide it due to a technical issue with the relevant software

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

A6 Yes
a. Pitney Bowes

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-d: 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 No
a-d: Not applicable

- 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 Yes
a. We are currently implementing Health Care Comms.
b. Information not held – as per A9a above
c. Information not held – as per A9a above

- 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 a. Yes
b. 3 million
c. 0.0165p per message

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

A11 a. Leila Brown
b. Leila.Brown@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. Mark Devereaux
b. Mark.Devereaux@alderhey.nhs.uk

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

A13 a. Kate Warriner
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 Post solutions as per A12

For print solutions David Reilly – Associate Director of Digital Systems

David.Reilly@alderhey.nhs.uk