

Reference Number: FOI202223/272
From: Private Individual
Date: 31 August 2022
Subject: Outbound and Inbound mail - outsourcing, suppliers, contract information and volume information

Outbound Mail

Q1 Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?

A1 Both – some clinic letters are printed and sent locally but the majority are outsourced.

Q2 What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?

A2 Information not held - the Trust does not routinely collate or hold this information centrally as part of its management or performance data. However, the Trust implemented a digital outsource appointment reminder solution in June to reduce the number of printed letters.

Q3 If the outbound mail/printing service is outsourced, who is the current contract with?

A3 Our current supplier is Health Care Communications (HCC).

However, we do have some letters printed by our old supplier PSL Print Management, which will be migrated over to HCC in the near future.

Q4 If outsourced, when is the current contract due for renewal?

A4 01/03/21 – 28/02/2024 with the option to extend for a further 2 years until 28/02/2026

Q5 What is your annual spend for patient appointment letters and correspondence?

A5 PSL Print Management costs April - November 2022: £201,696.
HCC costs April2022 - March2023: £100,000.

Q6 Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

A6 Countess of Chester Digital Transformation Solutions framework agreement f/050/dts/19/jf

Q7 Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

A7 David Reilly, Associate Director Digital Systems, David.reilly@alderhey.nhs.uk

Inbound Mail

Q8 Does the Trust have a centralised mailroom for all incoming post/mail?

A8 Yes

Q9 If so, is this managed by Trust employees?

A9 Yes

Q10 If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?

A10 Not applicable, as per A9 above

Q11 What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?

A11 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q12 When is the contract up for renewal?

A12 Not applicable, as per A9 above

Q13 Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

A13 Not applicable, as per A9 above

Q14 Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

A14 Not applicable, as per A9 above