

Reference Number: FOI202122390
From: Private Individual
Date: 07 December 2021
Subject: Volumes of inbound and outbound mail

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

A1 Both. External supplier is PSL but this will shortly be moving to Healthcare Communications.

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.

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

A3 PSL and Healthcare Communications.

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

A4 For PSL - The initial contract term was 1st September 2016 – 31st August 2019 with the option to extend for a further 2 years until 31st August 2021.

Healthcare Comms contract was put in place March 2021, this covers SMS as well as letters. SMS appointment reminder is live and a project is currently underway to transition the letter process from PSL to Healthcare Comms and is planned to go live in the next 2-3 months.

We are moving to Healthcare Communications in the coming months

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

A5 £450k

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

A6 For PSL - this contract was awarded via the Crown Commercial Services Postal Goods and Services framework, ref: RM1063.

For Healthcare Comms – the contract is via Fortrus

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

A7 Kate Warriner, Chief Digital and Information Officer

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

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

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

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