**FOI Ref: 6375**

**Category(ies): Trust – Contacts / Procurement**

**Subject: Postal Services and Patient Communication**

**Date Received: 04/05/2022**

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| **Your request:** | **Our response:** |
| 1. How many patients in total is your trust responsible for? | Variable according to activity |
| 1. What is the total number of letters you post a year? | 462,339 Hard Mail / 1,481,781 Hybrid |
| 1. Which postal Carrier(s) do you use?  * Royal Mail – Yes/No * Whistl – Yes / No * UKMail – Yes / No * Other (please specify) | Whistl UK |
| 1. What percentage of your patient letters are sent 1st Class? | 65% (298,308 letters) Hard Mail |
| 1. What percentage of your patient letters are sent 2nd class (or equivalent)? | 35% (164,031 letters) Hard Mail |
| 1. Do you still use franking machines?   If yes,   1. Who is the manufacturer of your franking machines?  * Pitney Bowes – Yes / No * Quadient – Yes / No * Other (please specify) | Yes  Pitney Bowes and Quadient |
| 1. Do you use Hybrid mail to send patient letters?   If yes,   1. What percentage of your total postal volumes (question 1) are sent via hybrid mail? 2. What is the name of your hybrid mail supplier? 3. What framework did you use to procure hybrid mail? 4. When was the contact signed? 5. What is the duration (term) of the contract? | Yes   1. 54% 2. Synertec 3. SBS 4. May 2022 5. 24 months + 12 months extension available |
| 1. Do you currently use a Patient Portal or App for some or all of your patient communications?   If yes,   1. Who is the supplier of your web portal or App technology? 2. When did you first implement your patient portal or App technology? (Year/Month) 3. How many patients have registered to use your patient portal or App? 4. How many letters a year are currently being sent via your web portal or App? | Yes   1. Netcall 2. Feb 2022 3. Doesn’t work on a registration basis 4. Too soon to have this data |
| 1. Do you currently use Email to communicate with your patients?   If yes,   1. Who supplies your email service? 2. How many emails do you send to patients a year? 3. What is the cost of each email communication? | Yes   1. Netcall. 2. Too soon to have this data. 3. Included within overall license cost. |
| 1. Do you currently use SMS to communicate with your patients?   If yes,   1. Who supplies your SMS messages? 2. How many SMS messages do you send to patients a year? 3. What is the cost of each SMS communication? | Yes   1. BT/EE 2. 60,000 pa. 3. 2.9p per communication. |
| 1. Who has responsibility for digital transformation in your organisation? (Name and Email) | \*James Rawlinson, Director of Health Informatics, TRFT [jrawlinson@nhs.net](mailto:jrawlinson@nhs.net) |
| 1. Who is responsible for your post room (i.e. Who is your post room manager?) (Name and Email) | \*Julie Senior, Facilities Manager  \*Julie.senior3@nhs.net |
| 1. Who is the Director of IT in your organisation? | \*James Rawlinson, Director of Health Informatics, TRFT [jrawlinson@nhs.net](mailto:jrawlinson@nhs.net) |
| 1. Who is the procurement manager responsible for print and post solutions in your organisation? | \*Susan Grundy, Assistant Head of Procurement, TRFT |

\* The names of the relevant individuals are detailed above. The provision of these contact details **does not** imply consent for unsolicited correspondence on your part. As per Section 122 of the Data Protection Act 2018, **permission is not given** to use these details for unsolicited contact. Right to prevent processing for purposes of direct marketing.

*S122 (5) direct marketing” means the communication (by whatever means) of advertising or marketing material which is directed to a particular individual.*