

Freedom of Information Request

Ref: 23-329

31 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

If it is possible, I would like this information to be shared across a 5 year period, up until 31st March 2023.

- **How many letters were sent via post**

| 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 | 2022/2023 |
|------------------|------------------|------------------|------------------|------------------|
| 108768 | 759391 | 515114 | 727582 | 898586 |

Please note this data is only available from late 2018.

- **How many appointment and appointment reminder letters sent via post**

We do not record this data; we only hold this for the total amount sent.

- **How many change of appointment letters sent via post**

We do not record this data; we only hold this for the total amount sent.

- **How much is spent on post for change of appointment letters?**

We do not record this data; we only hold this for the total amount sent.

- **How many pre-admission and pre-arrival letters sent via post**

We do not record this data; we only hold this for the total amount sent.

- **How much is spent post for pre-admission and pre-arrival letters?**

66p per letter.

- **How many pages are in the average letter sent via post**

One.

• **How much is the total printing costs of letters sent via post**

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

• **How much is the total stamp / franking costs of letters sent via post**

| 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 | 2022/2023 |
|-----------|-----------|-----------|-----------|-----------|
| £636,313 | £586,258 | £593,662 | £643,409 | £582,999 |

• **How much is spent on post in total**

| 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 | 2022/2023 |
|-----------|-----------|-----------|-----------|------------|
| £674,356 | £852,757 | £795,265 | £963,692 | £1,021,828 |

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust