

**Freedom of Information Request**

**Ref: 23-486**

17 July 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

**My enquiry is in association to your sexual health services at your NHS trust, not the private provider who may produce and/or process your STI postal test kits on behalf of your trust, but my enquiry is in relation to how much it costs you to produce, send out and process the tests via the private provider, well as how many tests you send out from your service. If you do not use a private provider, please ignore references to a private provider.**

**1. How many STI postal test kits on average do you send out a year in total from your sexual health service?**

39,500

**2. What is the average amount of test kits you send out to service users from your sexual health services a day?**

160

**3. What is the maximum amount of test kits you have sent out to service users in a day?**

600

**4. What is the average percentage of tests that are returned?**

54%

**5. What is the range return rate of the percentage of tests that are returned?**

50-55%

**For example: One provider has told me, "Return rates typically range between 70% and 95% depending on the region, averaging between 75-80%."**

**6. How much does your STI test cost to produce, send out and process, including pathology (the cost of processing the samples)?**

£1.58-£4.99

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**