

**Freedom of Information Request**

**Ref: UHB 20-130**

05 June 2020

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:

1. Which postal supplier do you use to pick up your physical post?  
Royal Mail: Yes  
Whistl: No  
UKMail: No
  
2. Do you use franking machines or PPI envelopes in your post room?  
Yes.  
  
If yes: Who is the manufacturer of your franking machines?  
Neopost.
  
3. Do you use a hybrid mail solution for some or all of your outbound post requirements?  
Yes.  
if yes:
  - a. What procurement framework was used?  
Crown Commercial Services Postal Goods and Services Framework (RM1063)
  
  - b. When was the contract awarded?  
08/01/2019.
  
  - c. Who is the supplier?  
Synertec Ltd.
  
  - d. How long is the contract for?  
End date: 16/02/2021.
  
  - e. What percentage of your total outbound post is currently submitted via your hybrid mail supplier?  
The Trust can provide the number of items sent via our hybrid mail solution which

was 359,121 between Apr19-Sep19.

4. Who is responsible for digital transformation in your organisation?

Steve Gray CSIP@UHBristol.nhs.uk.

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:

Director of Corporate Governance  
University Hospitals Bristol 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

**FOI Team**  
**UH Bristol NHS Foundation Trust**