

Freedom of Information Request

Ref: 22-178

21 April 2022

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 hold some of the information you are requesting

1. How many patients in total is your trust responsible for

Bringing together a combined workforce of over 13,000 staff, the new Trust delivers over 100 different clinical services across 10 different sites serving a core population of more than 500,000 people.

1 What is the total number of letters you post a year

From April 2021 - March 2022 we sent out 892,730 letters/parcels.

2. Which Postal carrier(s) do you use ?

Royal Mail Yes/No Yes

Whistl Yes/No No

UKMail Yes/No No

Other (please specify) Priority Express and Flight Logistics

3. What percentage of your patient letters are sent 1st Class

28.57% per week

What percentage of your patient letters are sent 2nd Class (or equivalent)

71.43% per week

4. Do you still use franking machines Yes/No Yes

If Yes, Who is the manufacturer of your franking machines

Pitney Bowes Yes/No No

Quadiant Yes/No Yes

Other (please specify)

5 Do you use Hybrid mail to send patient letters

Yes

If Yes,

**What percentage of your total postal volumes (question 1) are sent via hybrid mail ?
what is the name of your hybrid mail supplier**

Synertec.

What framework did you use to procure hybrid mail

Not applicable.

When was the contract signed

Not applicable.

What is the duration (Term) of the contract

Not applicable.

6 Do you currently use a Patient portal or App for some or all of your patient communications?

No.

If Yes, Who is the supplier of your web portal or App technology

Not applicable

When did you first implement your patient portal or App technology (Year/Month)

Not applicable

How many patients have registered to use your patient portal or App

Not applicable

How many letters a year are currently being sent via your web portal or App

Not applicable

7 Do you currently use Email to communicate with your patients

Yes

If yes, Who supplies your email service

University Hospitals Bristol and Weston Trust email function.

How many emails do you send to patients a year

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.

What is the cost of each email communication

Zero.

8 Do you currently use SMS to communicate with your Patients

Yes

If yes, Who supplies your email service

Envoy and DrDoctor

How many emails do you send to patients a year

None.

What is the cost of each email communication

Zero.

9. Who has responsibility for digital transformation in your organisation

Digital Transformation Manager, digitalservicesadmin@uhbw.nhs.uk

10. Who is responsible for your post room (i.e. who is your post room manager

Scott Merrett, scott.merrett@uhbw.nhs.uk

11. Who is the Director of IT in your organisation

Chief Information Officer, digitalservicesadmin@uhbw.nhs.uk

12. Who is the procurement manager responsible for print and post solutions in your organisation

Stephanie Feldwicke, stephanie.feldwicke@uhbw.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:

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**