

Freedom of Information Request

Ref: 22-431

30 August 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

Outbound Mail

1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?

We print in house and also use outsourcing.

2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?

We do not hold this information, printed pages are not tracked.

3. If the outbound mail/printing service is outsourced, who is the current contract with?

Synertec and DrDoctor.

4. If outsourced, when is the current contract due for renewal?

This is currently under negotiation.

5. What is your annual spend for patient appointment letters and correspondence?

We do not hold this information; we are unable to split spend per correspondence reason.

6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

Patient/Citizen Communication and Engagement Solutions.

7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

Digital Services General Manager.

Inbound Mail

8. Does the Trust have a centralised mailroom for all incoming post/mail?

Yes.

9. If so, is this managed by Trust employees?

Yes.

10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?

Not applicable.

11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?

This is managed through Royal Mail.

12. When is the contract up for renewal?

Not applicable.

13. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

Not applicable.

14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

Contracts and Systems Co-ordinator.

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