



Ref: FOIA Reference 2018/19-121

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 6<sup>th</sup> June 2018

Tel: 01782 676474  
Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing in response to your email dated 21<sup>st</sup> May 2018 requesting information under the Freedom of Information Act (2000) regarding courier services.

On 22<sup>nd</sup> May 2018 we contacted you via email as we required clarification on whether this was for contract is for is pathology or for another medical sample.

On the same day you replied via email the following:  
*"I would like details for courier services for all medical samples."*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I am writing to make a request for information under the Freedom of Information Act 2000. My questions all relate to the contracting of courier services (transportation of medical samples) for the Royal Stoke University Hospital.**

**Please can you send me the answers to the following questions?**

**Who is responsible for the contract management of courier services (transportation of medical samples) for the Royal Stoke University Hospital? Please provide the full name, title, email address and telephone number.**

A1 Carmen Chilie: Buyer. [Carmen.chilie@uhn.nhs.uk](mailto:Carmen.chilie@uhn.nhs.uk) 01782 672058

**Q2 For each contact, please could you answer the following questions for the last 5 financial years (2017/18, 2016/17, 2015/16, 2014/2015, 2013/2014):**

- Name of your supplier?
- Annual contract spend?
- Are penalty clauses included within contract?
- Is there insurance included for lost samples?
- Number of lost samples?

A2 Please see below:

Name of your supplier?	CitySprint	DX Network Services
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Annual contract spend?	£50k – 60k p.a	£29,000
Are penalty clauses included within contract?	No	No
Is there insurance included for lost samples?	£50k – 60k p.a	No
Number of lost samples?	Information not held	Information not held

**Q3 For the current contract(s), please could you answer the following questions?**

- **What is the current contract term – start date (DD/MM/YYYY) to end date (DD/MM/YYYY)?**
- **Do you have any options to extend? If so, what are they?**
- **What is your termination notice period?**

A3 Please see below:

What is the current contract term – start date (DD/MM/YYYY) to end date (DD/MM/YYYY)?	1st March 2018 to 30th November 2018	1st March 2018 to 28th February 2019
Do you have any options to extend? If so, what are they?	No	No
What is your termination notice period?	End of the contract period stated	End of the contract period stated

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,

A handwritten signature in black ink, consisting of a large, loopy initial 'M' followed by a horizontal line extending to the right.

Mojgan Casillas  
**Interim Information Governance Manager**