



**University Hospitals
of North Midlands**
NHS Trust

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2022/23-011

Date: 30th May 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 5th April 2022 requesting information under the Freedom of Information Act (2000) regarding post

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

On 6th April 2022 we contacted you via email as we required a timeframe in order to collate the information

On the same day you replied via email with:

'Thank you for your response regarding question 2. This would be the average number of letters you post, from 1st January to the 31st December'

On 13th April 2022 we contacted you via email as we required clarification on what you meant by 'hybrid' mail

On the same day you replied via email with:

'Thank you for your response and query for clarification towards question 5.'

Hybrid Mail is from a third-party provider (such as Royal Mail, Xerox, UKMail) which allows you to upload document (letters, invoices, appointments) files or type your letter in an online platform, which



is then sent to the third-party post provider to print out, insert into an envelope and post to your patients'

As of 1st 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 request information under the Freedom of Information Act 2000. I would be grateful if you could you send me answers to the following questions:-

It is likely your Post Room will be able to help with the majority of these questions: I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

1.	How many patients in total is your Trust responsible for
1	What is the total number of letters you post a year
2.	Which Postal carrier(s) do you use ? Royal Mail Yes / No Whistl Yes / No UKMail Yes / No Other (please specify) _____
3.	What percentage of your patient letters are sent 1 st Class _____ What percentage of your patient letters are sent 2 nd Class (or equivalent) _____
4.	Do you still use franking machines Yes/No If Yes, Who is the manufacturer of your franking machines Pitney Bowes Yes/No Quadiant Yes/No Other (please specify) _____
5	Do you use Hybrid mail to send patient letters 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 _____ What framework did you use to procure hybrid mail When was the contract signed What is the duration (Term) of the contract
6	Do you currently use a Patient portal or App for some or all of your patient communications? If Yes, Who is the supplier of your web portal or App technology _____ When did you first implement your patient portal or App technology (Year/Month) _____ How many patients have registered to use your patient portal or App _____

	How many letters a year are currently being sent via your web portal or App _____
7	Do you currently use Email to communicate with your patients If yes, Who supplies your email service _____ How many emails do you send to patients a year _____ What is the cost of each email communication _____
8	Do you currently use SMS to communicate with your Patients If yes, Who supplies your email service _____ How many emails do you send to patients a year _____ What is the cost of each email communication _____
9.	Who has responsibility for digital transformation in your organisation Name _____ Email Address _____
10.	Who is responsible for your post room (i.e. who is your post room manager) Name _____ Email Address _____
11.	Who is the Director of IT in your organisation Name _____ Email Address _____
12.	Who is the procurement manager responsible for print and post solutions in your organisation Name _____ Email Address _____

A1 See below:

1.	How many patients in total is your trust responsible for Section 21: freely available: https://www.uhnm.nhs.uk/about-us/our-organisation/
1	What is the total number of letters you post a year 111,379 Clarified: This would be the average number of letters you post, from 1st January to the 31st December. Information provided is for April to March as that is the data held
2.	Which Postal carrier(s) do you use ? Royal Mail Yes Whistl No UKMail No Other (please specify) _____ N/A _____
3.	What percentage of your patient letters are sent 1 st Class _0.052%_ What percentage of your patient letters are sent 2 nd Class (or equivalent) 99.948%_
4.	Do you still use franking machines Yes If Yes, Who is the manufacturer of your franking machines Pitney Bowes Yes Quadient No Other (please specify) _____ n/a _____
5	Do you use Hybrid mail to send patient letters

	<p>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 Shared Business Services When was the contract signed Due to the Pandemic the contract expires August 2023 What is the duration (Term) of the contract 3 years</p>
6	<p>Do you currently use a Patient portal or App for some or all of your patient communications? If Yes, Who is the supplier of your web portal or App technology _ Graphnet_ When did you first implement your patient portal or App technology (Year/Month) _1/12/21_ How many patients have registered to use your patient portal or App 17,700 approx How many letters a year are currently being sent via your web portal or App 828,000 approx</p>
7	<p>Do you currently use Email to communicate with your patients If yes, Who supplies your email service Trust does not use email communications to patients currently _____ How many emails do you send to patients a year Not applicable What is the cost of each email communication not Applicable</p>
8	<p>Do you currently use SMS to communicate with your Patients If yes, Who supplies your SMS service _SMS via NHS.NET SMS relay / Notify.Gov _____ How many emails do you send to patients a year _approx. 100,000 / _approx. 1,164,479 (2021 – 2022)_ What is the cost of each email communication _0.0165p / _ 0.0161p</p>
9.	<p>Who has responsibility for digital transformation in your organisation Name Amy Freeman _____ Email Address __all trust emails are in the following format: first name.lastname@uhnm.nhs.uk _____</p>
10.	<p>Who is responsible for your post room (i.e. who is your post room manager) Name _Simon Barker _____ Email Address _____All Trust emails are in the following format: first name.lastname@uhnm.nhs.uk</p>
11.	<p>Who is the Director of IT in your organisation Name _____Amy Freeman _____ Email Address __all trust emails are in the following format: first name.lastname@uhnm.nhs.uk _____</p>
12.	<p>Who is the procurement manager responsible for print and post solutions in your organisation Name _____Nathan Joy-Johnson _____ Email Address __all trust emails are in the following format: first name.lastname@uhnm.nhs.uk _____</p>

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

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.

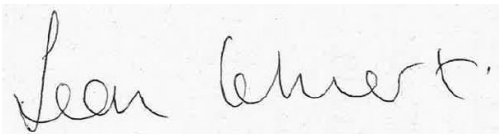
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager