

Ref: FOIA Reference 2019/20-661

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

Date: 26<sup>th</sup> March 2020

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 7<sup>th</sup> February 2020 requesting information under the Freedom of Information Act (2000) regarding Trust mail room.

On the same day we contacted you via email as we required a timeframe in order to collate the information.

On 12<sup>th</sup> March 2020 you replied via email with the following:

*“1<sup>st</sup> January 2019 to 31<sup>st</sup> December 2019”*

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 How much 1st class mail does the Trust send annually?**

A1 Nil. The Trust ceased sending of 1st class mail in 2017.

**Q2 How much 2nd class mail does the Trust send annually?**

A2 1550014 items

**Q3 Does you use a downstream access provider (DSA) for sending mail, if so how much do you send annually?**

A3 We do not use such services.

**Q4 Does the council use a Hybrid Mail solution, if so how much do you send annually?**

A4 I can confirm that the Trust holds information regarding Hybrid Mail solution, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:  
FOI ref 690-1920 February  
<http://www.uhnm.nhs.uk/aboutus/Regulatory-information/Statutory-Policies-and-Procedures/FOIdisclosurelog/Pages/default.aspx>

**Q5 Do you have a mail room?**

a. How many?

A5 One

**Q6 How many full time staff work in the mail room?**

- a. How many hours per week does a full time employee work?
- b. What is the average hourly pay/rate?

A6 Please see below

- a) Staffing for this service is provided by our PFI Partner
- b) This information is not held by the Trust.

**Q7 How many part time staff work in the mail room?**

- a. How many hours per week does a part time employee work?
- b. What is the average hourly pay/rate?

A7 Please see below

- a. Staffing for this service is provided by our PFI Partner
- b. This information is not held by the Trust.

**Q8 Do you scan inbound mail into a workflow system?**

- a. What scanning solution do you use?
- b. If so is this function operated by the mail room?
- c. If not then which department run this operation?

A8 We do not use such a system

**Q9 Do you scan any other documents historical or current into the system?**

- a. What scanning solution do you use?
- b. If so is this function operated by the mail room?
- c. If not then which department run this operation?

A9 This service is not performed in the Mail Room.

\*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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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.

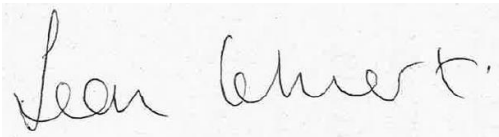
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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