

FREEDOM OF INFORMATION RESPONSE

FOI 3350

EMR systems

Please provide details of the system or process which is currently used by the Trust to communicate with patients by letter, and the organisation or individuals responsible for implementing and maintaining this service.

- Does the Trust use the services of an external provider for patient and non-patient letters? [No](#)
- Please provide details of the Trust's current Letter printing service supplier/system [N/A](#)
- Please confirm if you use Hybrid mail and what type?

Hybrid? No

Bulk and Desktop? No

Bulk only? No

- What are the Trust's annual costs for the printing and postage of patient letters?
[There is no central post function](#)
- Please provide monthly volumes and values for the number of patient letters sent?
[There is no central post function](#)

Does the Trust use an **external** printing service for either patient or non-patient letters? [No](#)

If it does:

- When was this service implemented and the specialties included? [N/A](#)
- Please provide specific details of any aims or targets which were established at the outset and whether these have been achieved? [N/A](#)
- Please give an indication of the costs associated with the service, including initial implementation costs and support costs? [N/A](#)
- How many NHS staff are responsible for the implementing and supporting of this service and what is their role within the Trust? [N/A](#)
- Please provide details of your current letter supplier: [N/A](#)
 - Supplier name
 - Date contract began and contract end date
 - Contract review date
 - Cost of contract to date and annual spend
 - Cost of set up

- Cost of support
 - Fulfilment
 - Postage – First class? Second class?
- Please provide details of the process which was followed to procure an external print service? [N/A](#)
- Please provide details of the channels used to publish the notification of procurement, for an external print service? [N/A](#)

If no external letter supplier/service is used:

- Have you previously considered using outsourced letter printing services, and if so, please provide details of why you chose not to. [N/A](#)