

17 April 2015

Dear Sir/Madam

Thank you for your recent Freedom of Information request regarding mail services.

The Trust can provide the following information:

1. Does the Trust manage its own incoming mail or is this service outsourced – **Trust Managed**
2. If outsourced who is the current provider, when did the contract start and what is the contract term – **N/A**
3. Is any of the incoming mail scanned or is it physically transported across the Trust – **Physically/Post Round**
4. If the service is provided in house how many staff are involved in:
  - a. Distributing incoming mail – **2x Staff**
  - b. Collecting outgoing mail – **2x Staff**
5. What is the volume of outgoing mail sent by the Trust – **c800,000**
6. Does the Trust have any centralized services for printing and sending mail – **No**
7. Does the Trust have any hybrid mail services for sending appointment letters or other correspondence? – **No**
8. If yes who is the hybrid mail provider, when did this contract start and what was the contract term – **N/A**
9. Does the Trust have any software products for sending appointment letters electronically or SMS reminders to patients – **N/A**
10. If so what software products are used, when where these installed and what is the contract term for support– **N/A**

*Incorporating hospital and community health services, teaching and research*

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk) , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

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Yours sincerely

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