

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.

The relevant department or service sends letters to patients via the Trust's post room.

- **Does the Trust use the services of an external provider for patient and non-patient letters?**

The majority of letters are sent via the Trust post room, however, The Trust recently signed a contract for a hybrid mail service and the implementation of this is being planned. The initial service is for one department within the Trust. A wider implementation has yet to be fully scoped.

- **Please provide details of the Trust's current Letter printing service supplier/system**

The Trust recently signed a contract for a hybrid mail service and the implementation of this is being planned. Until the service is fully implemented, the Trust continues to print patient letters and send them via the Trust's post room.

- **Please confirm if you use Hybrid mail and what type?**

The Trust recently signed a contract for a hybrid mail service and the implementation of this is being planned. The initial service is for one department within the Trust. A wider implementation has yet to be fully scoped.

Hybrid?	Yes	No
Bulk and Desktop?	Yes	No
Bulk only?	Yes	No

- **What are the Trust's annual costs for the printing and postage of patient letters?**

The Trust spends approximately £400,000 per year on postage of letters. The Cost of printing patient letters is not separately recorded.

- **Please provide monthly volumes and values for the number of patient letters sent?**

We don't monitor the monthly volumes or values.

Does the Trust use an external printing service for either patient or non-patient letters?

Not currently, however the Trust recently signed a contract for a hybrid mail service and the implementation of this is being planned. The initial service is for one department within the Trust. A wider implementation has yet to be fully scoped.

If it does:

- **When was this service implemented and the specialties included?**

The service is not yet live. The contract covers all aspects of hybrid mail.

- **Please provide specific details of any aims or targets which were established at the outset and whether these have been achieved?**

The Trust recently signed a contract for a hybrid mail service and the implementation of this is being planned. The initial service is for one department within the Trust. A wider implementation has yet to be fully scoped.

- **Please give an indication of the costs associated with the service, including initial implementation costs and support costs?**

The indicative costs are below the current expenditure on postage.

- **How many NHS staff are responsible for the implementing and supporting of this service and what is their role within the Trust?**

None

- Please provide details of your current letter supplier:
 - Supplier name - Xerox
 - Date contract began and contract end date – Jan 2016 to Jan 2018
 - Contract review date – July 2017
 - Cost of contract to date and annual spend – nil spend to date
 - Cost of set up – commercially sensitive
 - Cost of support – commercially sensitive
 - Fulfilment – commercially sensitive
 - Postage – First class? Second class? – the contract has provision for both first and second class post

- **Please provide details of the process which was followed to procure an external print service?**

Mini-competition under a framework. Selection based on highest scoring of tender for technical and commercial components.

- **Please provide details of the channels used to publish the notification of procurement, for an external print service?**

Framework suppliers notified electronically.

If no external letter supplier/service is used:

- What are the Trust's costs for the service and support of printing?
- Have you previously considered using outsourced letter printing services, and if so, please provide details of why you chose not to.