

FOI 025/2022 Request

1. How many patients in total is your trust responsible for

As of May 10th 2022 the Trust has 49,171 service users, this includes Community, Inpatient, and Birmingham Healthy Minds.

2. What is the total number of letters you post a year

Unable to answer this query as we do not record the requested information.

3. which postal carriers do you use

Royal Mail Yes

Whistel Yes/ No

UKMail Yes/ No

Other (please specify)

The Trust is unable to answer this query, this is because we may use any post carrier at any given time.

4. What percentage of your patient letters are sent first class

Unable to answer this query as we do not record the requested information.

- what percentage of your patient letters are sent second class or equivalent

Unable to answer this query as we do not record the requested information.

5. You still use franking machines

Yes

- If yes, who is the manufacturer of your franking machines

Pitney Bowes Yes/ now

Quadiant Yes/ now

Other (please specify)

The Trust is unable to answer this query, this is because the franking machines are leased and we do not hold this data.

6. Do you use Hybrid mail to send patient letters

Yes

- If yes, what percentage of your total postal volume (question 1) are sent via hybrid mail

The Trust does not record the number letters sent via post as we use Franking and Postage stamps.

However, we can confirm that we send an average of 34,337 letters per month via Hybrid Mail.

- what is the name of your Hybrid mail supplier

Xerox

- **what framework did you use to pick your Hybrid mail**

Framework is CCS

- **When was the contract signed what is the duration (term) of the contract**

Contract was signed in 2017 (but didn't commence until 2018) with a duration of 5 years

7. Do you use a patient portal or app for some or all of your patient communications

No

- **If yes who is the supplier of your web portal or app technology**

N/A

- **When did you first implement your patient portal or app technology (year/ bracket)**

N/A

- **How many patients have registered to use your patient portal or app**

N/A

- **How many letters a year are currently being sent via your web portal or app**

N/A

8. Do you currently use SMS to communicate with your patients

Yes, only where the patient has consented.

- **If yes, who supplies SMS service**

BT

- **How many SMS messages do you send to patients a year**

The Trust is unable to provide a response to your query.

This is because obtaining the requested information will require an exhaustive and manual search that exceeds the threshold of carrying out this task.

The Trust therefore, rely on exemption Section 12 of the Freedom of Information Act 2000 to deny this aspect of your request.

- **What is the cost of each SMS**

Not recorded.

9. Who is responsible for your post room (ie who is your post room manager)

- **Name**

- **Email address**

The Trust is an unable to answer this query.

This is because we do not routinely release staff members personal information for those under a band 8C role.

The trust is therefore, rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.

10. Who is the director of ICT in your organisation

- **Name**

Executive Director is Dave Tomlinson

- **Email address**

david.tomlinson5@nhs.net

11. Who is the procurement manager responsible for print and post solution in your organisation

- **Name**
- **Email address**

The Trust is unable to answer this query.

This is because we do not routinely release staff members personal information for those under a band 8C role.

The trust is therefore, rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.

However, should you wish to get in touch with the procurement team you can email them on the following correspondence: bsmhft.trustprocurement@nhs.net