

FOI 0104/2025 Response

- 1. Do you outsource your printing and posting of your patient correspondence such as appointment letters and clinical correspondence?**

Yes

- 2. If so, which company, and what is the contract end date?**

Hybrid Mail solution is provided by Xerox. Contract period 01.05.2025 – 30.04.2030

- 3. What volume of patient letters do you send per year?**

Approx 27,000

- 4. Does the Trust send text alerts/ emails to patients?**

Digital Mail Project in place to scope and introduce through our patient portal.

- 5. If so, which external company and contract end date?**

Xerox - Contract period 01.05.2025 – 30.04.2030

- 6. Does the Trust have a franking machine/ internal post room?**

No, we do not have a franking machine mail room

- 7. Does your Trust have send patient Digital communication?**

Please note that there is a Digital Mail Project in place to scope and introduce through our patient portal.

If so,

- 8. How is this done and if an external company is used what is the company name and contract end date?**
- 9. What is the Trusts digital sign-up rate for patients?**
- 10. What percentage of patients read their communication via digital versus traditional print?**
- 11. How does the Trust support those patient with AIS and/or living in Digital Poverty in getting their communication and do not result in a DNA?**

For questions 8-11 please note that there is a Digital Mail Project in place to scope and introduce through our patient portal, and the responses to these and other questions will form the basis of discussions in the project group – no decisions have yet been reached.