

**FOI 0331/2025 Response**

- 1. How many letters in total were sent by the Trust between 1st October 2024 – 30th September 2025?**

539,554 (total for Hybrid Mail and Franking)

**Of those, how many and what percentage were:**

- a) Posted locally (i.e. franked and sent out by the post room):**

7.6%

- b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier):**

92.4%

- c) Sent digitally (i.e. published and read by the recipient via the NHS app):**

NIL (0)

- 2. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?**

103,956

- 3. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?**

189,619

**If you use a hybrid mail service:**

- 4. As of September 2025, who is your hybrid mail provider?**

Hybrid Mail solution is provided by Xerox.

- 5. Which frameworks do you use to tender for hybrid mail?**

LPP DDS framework

- 6. What date was the agreement signed?**

28th April 2025

- 7. When does the contract expire?**

Contract period 01.05.2025 – 30.04.2030

If you use a patient portal for some or all of your patient communications:

8. As of September 2025, who is your patient portal or NHS app supplier:

N/A - portal not used for communications at this time

9. What month and year did your patient portal or NHS app go live for online communications: Month / Year

N/A - portal not used for communications at this time

10. As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app:

N/A - portal not used for communications at this time

11. What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): %

N/A - portal not used for communications at this time

12. Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes / No

N/A - portal not used for communications at this time

13. What were the total number of letters sent and read by patients via your patient portal or NHS app between 1st October 2024 - 30th September 2025 (i.e. read online):

14. As of 2025, who manages digital transformation initiatives?

Name: Carl Beet

Phone: 0121 301 3950

Email Address: [c.beet@nhs.net](mailto:c.beet@nhs.net)

15. As of 2025, who is your print room manager / manager of mailing operations?

Name:

Phone:

Email Address:

We do not have print rooms

16. As of 2025, who manages procurement for print and post solutions?

Name: The BSOL Procurement Collaborative is hosted by University Hospitals Birmingham NHS Foundation Trust (UHB)

Phone: No contact number

- Email Address: [BSOLCategoryTeams@uhb.nhs.uk](mailto:BSOLCategoryTeams@uhb.nhs.uk)