

Our Ref: 307/2022

August 2022

Re: Your request made under the Freedom of Information Act 2000

Please can I request (under the FOIA 2000):

Request

I am writing to request information under the Freedom of Information Act 2000. I would be grateful if you could you send me answers to the following questions:-

It is likely your Post Room will be able to help with the majority of these questions:

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

1.	<p>How many inpatients, outpatient and waiting list patients in total is your trust currently responsible for?</p> <p>Exempt under section 12 of the Act, We only have a validated list of numbers waiting from Referral to Treatment, which is 50420 as at this morning. The other lists are un-validated lists and contain duplication as well as potentially patients no longer waiting, to extract this information would significantly exceed the legal limit of 18 hours.</p>
2	<p>What is the total number of letters you posted from January 2021 – December 2021? Total franked units 1,008,309</p>
3.	<p>Which Postal carrier(s) do you use ?</p> <p>Royal Mail Yes / Whistl No UKMail No</p>

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	Other (please specify) _____
4.	What percentage of your patient letters are sent 1 st Class 22% approx What percentage of your patient letters are sent 2 nd Class (or equivalent) 77% approx _____
5.	Do you still use franking machines Yes If Yes, Who is the manufacturer of your franking machines Pitney Bowes No Quadiant Yes Other (please specify) _____
6	Do you use Hybrid mail to send patient letters NO If Yes, What percentage of your total postal volumes (question 2) are sent via hybrid mail ? This would require manual sorting which would exceed the legal hours and cost under section 12 What is the name of your hybrid mail supplier _PSL Print_ _____ What framework did you use to procure hybrid mail? When was the contract signed? March 2020 What is the duration (Term) of the contract? 3 years ends in March 23
7	Do you currently use a Patient portal or App for some or all of your patient communications? If Yes, Who is the supplier of your web portal or App technology _DoctorDr_ _____ When did you first implement your patient portal or App technology (Year/Month) 2018 _____ How many patients have registered to use your patient portal or App _We don't collect this information_ _____ How many letters a year are currently being sent via your web portal or App

	<u>We don't current collect this information</u>
8	<p>Do you currently use Email to communicate with your patients- NO</p> <p>If yes, Who supplies your email service _____</p> <p>How many emails do you send to patients a year _____</p> <p>What is the cost of each email communication _____</p>
9	<p>Do you currently use SMS to communicate with your Patients</p> <p>If yes, Who supplies your SMS service _____</p> <p><u>DcotorDr</u></p> <p>How many SMS do you send to patients a year _____</p> <p><u>This is measured in units . Total units 4,113,576</u></p> <p>What is the cost of each SMS communication <u>0.0169 pence per unit</u></p>
10.	<p>Who has responsibility for digital transformation in your organisation</p> <p>Name: Ken Anderson</p> <p>Email Address: dbth.digital@nhs.net</p>
11.	<p>Who is responsible for your post room (i.e. who is your post room manager)</p> <p>Name <u>James Lowe</u></p> <p>Email Address <u>James.lowe@nhs.net</u></p>
12.	<p>Who is the Director of IT in your organisation</p> <p>Name: Ken Anderson</p> <p>Email Address: dbth.digital@nhs.net</p>
13.	<p>Who is the procurement manager responsible for print and post solutions in your organisation</p> <p>Name STRUCTURE CHART</p> <p>Email Address _____</p>