

Our Ref: 3  
January 2026

## Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

Dear Doncaster & Bassetlaw Hospitals NHS Foundation Trust

Request for Information under Freedom of Information Act 2000 (FOIA)

Please answer the following questions:

### Print Room

1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?
2. Is this run by your own staff or outsourced to a third-party provider?
3. If run internally, how many full-time equivalent (FTE) run this facility?
4. Number of devices & model type/s?
5. Name of incumbent supplier?
6. Contract start / end date and length of any option to extend?
7. If outsourced, please advise contract start / end date and length of any option to extend?
8. Was this contract awarded through a framework? If yes, which one used?
9. Annual spend (ex VAT) covering non-pay & staff costs or total outlay if this service is outsourced

### External Print

1. Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)?
2. Name of incumbent supplier/s?

3. If this arrangement provided under contract, please advise start / end date and length of any option to extend?
4. Was this contract awarded through a framework? If yes, which one used?
5. Alternatively, was this awarded through a DPS arrangement?
6. Annual spend (ex VAT) for this service over the past 12 months?

#### Mail Room (Inbound and/or Outbound)

1. Do you have your own in-house Mail Room operation?
2. If yes, how is the service run - physical or digital mail distribution?
3. Is this run by your own staff or outsourced to a third-party provider?
4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?
5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?
6. Was this contract awarded through a framework? If yes, which one used?
7. Annual spend (ex VAT) covering non-pay and staff costs or total outlay if this service outsourced?
8. Do you use a Hybrid Mail service as part of your patient communications approach?
9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?

#### Medical records / Digital forms / Storage

1. Have you yet to start, partly started or completed scanning your medical records?
2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier
3. Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)?
4. If you are not using a PiP approach, do you scan your end of episode material?

5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier

6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?

Finally, who at the Trust is responsible for these arrangements?

Thank you for your request under the Freedom of Information Act 2000, in which you asked a series of questions relating to the Trust's arrangements for print rooms, external print services, mail room services, medical records scanning and storage, digital forms, and responsibility for these arrangements.

Section 12 – Exemption applied (Cost of compliance)

The Trust is refusing your request under section 12(1) of the Freedom of Information Act 2000, as the cost of complying with the request would exceed the appropriate limit.

The request, as framed, is broad in scope and would require the Trust to identify, retrieve, review and collate information held across multiple divisions and systems, including (but not limited to) Procurement, Digital & IT, Estates & Facilities, Health Records, Corporate Services, HR, and Finance.

In particular, responding in full would require:

- Locating and reviewing multiple contracts and historic arrangements (both internal and outsourced)
- Identifying technical details such as device numbers, model types, suppliers, frameworks, DPS arrangements, contract dates and extension options
- Collating annual spend data across different cost centres and time periods
- Establishing the current status of digital records, scanning programmes and paperless pathways
- Confirming operational responsibility across several services and functions

This information is not held in a single, centrally retrievable format and would require extensive manual investigation and consultation across the organisation. The Trust estimates that the work required to comply would exceed the statutory cost limit of £450 (equivalent to 18 hours at £25 per hour), as set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

The Trust is therefore not obliged to comply with this request.

Advice and assistance (Section 16)

In line with section 16 of the Freedom of Information Act, the Trust is happy to provide advice and assistance to help you refine your request so that it may fall within the cost limit.

You may wish to consider:

- Narrowing the request to one functional area only (for example, print services or mail room services)
- Limiting the request to current arrangements only, rather than historic or legacy contracts
- Asking whether the Trust outsources a service, without requesting detailed technical specifications or spend data
- Requesting policy-level information rather than operational detail

If you would like to submit a refined request along these lines, it will be considered afresh.

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If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to [d.wraith@nhs.net](mailto:d.wraith@nhs.net).

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
Website: <https://ico.org.uk/make-a-complaint/>

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