

Freedom of Information Request	FOI 21-520	23 rd December 2021
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Outbound Mail

1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?

660,000 letters are outsourced for printing.
1,340,000 letters are printed in-house and are collected and sorted by Whistl.

2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?

2,000,000 pieces of mail

3. If the outbound mail/printing service is outsourced, who is the current contract with?

Outbound mail: Whistl.
Printing service: PSL Print Management Ltd.

4. If outsourced, when is the current contract due for renewal?

01/10/2022

5. What is your annual spend for patient appointment letters and correspondence?

Total annual spend is £806,000

6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

Crown Commercial Service RM6017

7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

Facilities Administrator for Whistl.
Head of Health Records for PSL Print Management Ltd.

Inbound Mail

- 8. Does the Trust have a centralised mailroom for all incoming post/mail? –**

No each site has its own mail room.

- 9. If so, is this managed by Trust employees?**

Yes all rooms are managed by ABUHB facilities Staff.

- 10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?**

N/A - In House

- 11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?**

During November there were 103,342 letters. This equates to 25,836 per week and 3445 per day.

- 12. When is the contract up for renewal?**

N/A

- 13. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**

N/A

- 14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.**

Facilities Manager