

Freedom of Information Request	FOI 22-420	26 th September 2022
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Outbound Mail

- 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.
- 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
- If the outbound mail/printing service is outsourced, who is the current contract with?**
 Outbound mail: Whistl
 Printing service: PSL Print Management Ltd
- If outsourced, when is the current contract due for renewal?**
 01/10/2022
- What is your annual spend for patient appointment letters and correspondence?**
 Total annual spend is £806,000
- Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**
 Crown Commercial Service RM6017
- 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

- Does the Trust have a centralised mailroom for all incoming post/mail? –**
 No, each site has its own mail room.
- If so, is this managed by Trust employees?**
 Yes all rooms are managed by Health Board Facilities staff.

- 3. 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

- 4. 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.

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

N/A

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

N/A

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

Facilities Manager