

12 September 2022

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Our Ref: FOI/04411

Thank you for your request concerning Communications.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

**1. How many inpatients, outpatients and waiting list patients in total was your trust responsible from January 2021 - December 2021?**

We report in financial years and this information is already in the public domain<sup>1</sup>. Please follow this [link](#) to our annual reports.

**2. What is the total number of letters you posted in 2021?**

This information is not recorded<sup>2</sup>.

**3. Which Postal carrier(s) do you currently use ?**

Royal Mail	Yes
Whistl	No
UKMail	No
Other (please specify)	

**4. What percentage of your patient letters are sent 1st Class.**

**5. What percentage of your patient letters are sent 2nd Class (or equivalent)**

We use both 1<sup>st</sup> and 2<sup>nd</sup> class postage. We are unable to provide the percentage as this information is not recorded<sup>2</sup>.

**6. Do you still use franking machines**

Yes we have 1.

**If Yes, Who is the manufacturer of your franking machines**

Pitney Bowes	Yes
Quadient	No
Other (please specify)	

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<sup>1</sup> Section 21 - Information is available from other means

<sup>2</sup> Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to him.

**7. Do you use Hybrid mail to send patient letters**

This is currently being rolled out.

**If Yes,**

**8. What percentage of your total postal volumes (question 1) are sent via hybrid mail ?**

We are unable to provide the percentage as this information is not recorded<sup>2</sup>.

**9. what is the name of your hybrid mail supplier**

EnvoyPost (Healthcare Communications).

**10. What framework did you use to procure hybrid mail**

G-Cloud 12 (CCS).

**11. When was the contract signed**

20 June 2021.

**12. What is the duration (Term) of the contract**

24 months plus additional extension (1 year plus 1 year).

**13. Do you currently use a Patient portal or App for some or all of your patient communications?**

This is currently at the developmental stage.

**14. If Yes, Who is the supplier of your web portal or App technology**

Healthcare Communications

**15. When did you first implement your patient portal or App technology (Year/Month)**

Not applicable.

**16. How many patients have registered to use your patient portal or App**

Not applicable.

**17. How many letters a year are currently being sent via your web portal or App**

Not applicable.

**18. Do you currently use Email to communicate with your patients**

Yes

**19. If yes, Who supplies your email service**

NHSMail2 from NHS Digital.

**20. How many emails do you send to patients a year**

This information is not recorded<sup>2</sup>.

**21. What is the cost of each email communication**

There is no cost involved.

**22. Do you currently use SMS to communicate with your Patients**

Yes.

**23. If yes, Who supplies your SMS messages**

Envoy Messaging (Healthcare Communications)  
MessageBird (via Phillips as part of Digital outcomes solution)

**24. How many SMS messages do you send to patients a year**

Envoy : 1953 text messages have been sent since 1<sup>st</sup> April to service users.  
Digital Outcomes : 28,358 text messages have been sent since 29 September 2021.

**25. What is the cost of each SMS communication**

The Trust considers the disclosure of unit costs to be commercially sensitive under Section 43 (2) of the Freedom of Information Act. Information is exempt if disclosure would, or would be likely to prejudice the commercial interests of any person, including the public authority holding the information<sup>3</sup>.

This is a qualified exemption and therefore subject to the public interest test. We have considered the reasons for and against disclosure below:

**Reason in favour of disclosure**

There is considerable interest in ensuring the Trust is transparent about its spending of public money at a time when public finances are under considerable scrutiny.

**Reason against disclosure**

The Trust is obliged to protect its commercial relationships with third parties; they must have confidence that their commercial information is secure when provided to the Trust. The release of this information is likely to prejudice our on-going relationship with these providers.

Furthermore, the suppliers would be placed at an additional competitive disadvantage as other providers would also have access to this information which could then be used to distort prices to the detriment of the supplier and ultimately us.

We reached the view that, on balance, the public interest is better served by withholding this information under Section 43 (2) of the Freedom of Information Act.

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<sup>3</sup> Section 43 – Information that constitutes a trade secret or may prejudice commercial interests

**26. Who has responsibility for digital transformation in your organisation**

This information is already in the public domain<sup>1</sup>. Please follow this [link](#) to our public website where you can find information on our Director of Innovation and Digital Transformation and Chief Information Officer.

**27. Who is responsible for your post room (i.e. who is your post room manager)**  
**Name**  
**Email Address**

Not applicable, we do not operate a post room.

**28. Who is the Director of IT in your organisation**

Please follow this link provided under question 10.

**29. Who is the procurement manager responsible for print and post solutions in your organisation**

There is not one person responsible for print and post solutions within HPFT.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

