

Ref: 02785\_03903\_2018-02-06\_01  
Date: 06 February 2018

Standing Way  
Eaglestone  
Milton Keynes  
MK6 5LD  
Tel: 01908 660033  
[www.mkhospital.nhs.uk](http://www.mkhospital.nhs.uk)  
For people who have hearing loss  
Minicom 01908 243924

### ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 31 January 2018.

I am pleased to confirm the following.

#### **Regarding Patient Communication:**

Is the above service provided in-house or contracted out to an external supplier(s); and if externally outsourced:

- **Please provide details of the systems or process which is currently used by the Trust to communicate with patients by the letter and the organisation or individuals responsible for implementing and maintaining this service?**

One of the systems used by the Trust to print outpatient letters is the Cerner Millennium eCare system. When outpatient staff book appointments in eCare, a letter is automatically generated with the details of the hospital appointment and this is posted out to the patient. The letter can also be manually generated if preferred. The IT Back Office team configure/amend the wording of the letters at the request of the Patient Services Manager and other CSU leads, and configure the link between the users pc, printers and Cerner in order for the letter generation element to work.

- **Does the Trust use the services of an external provider for patients and non-patients letters?**

No

- **Please provide the Trust's current letter printing service supplier?**

In House

- **Please confirm if you use Hybrid Mail and what type?**

No

- **What are the Trust's costs for the postage and printing of patient letters?**

Postage = £432027

Printing = Letters are printed in various departments across the Trust and costs are not recorded centrally

- **Does the Trust use an external printing service for either patient or non-patient letters?**

If yes,

No

- **When was this service implemented and the specialities included?**
- **Please give an indication of the cost associated with the service, including initial implementation and support costs?**
- **How many NHS staff is responsible for implementing and supporting this service?**
- **Contract Start and End Dates?**
- **Contract Review Date?**
- **Cost of the contract to date and annual spend?**
- **Cost of setup and support?**
- **What Framework was utilised when procuring this service?**
- **What are the Trust's cost for the service and support of printing via Franking Machine?**
- **Have you previously considered using outsourced letter printing service, and if so, please provide details why you chose not to?**

The above are not applicable as we do not use an external printing service.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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