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Date: 27 April 2018

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Milton Keynes  
MK6 5LD  
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[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 18 April 2018.

I am pleased to confirm the following.

**1. Please provide details of the Trust's current Letter printing service supplier/system.**

All departments print their own letters. The Trust does not have a letter printing service.

**2. What is the Trusts annual cost for the printing and postage of patient letters?**

The Trust spent £445,653 on postage in 2017/2018. The Trust is unable to separate out the costs of patient letters from its total printing costs and therefore cannot provide this information.

**3. Please provide monthly values for the number of patient letters sent?**

On average the Trust send out 80,000 patient letters. The Trust does not record the exact monthly figures for letters in an easily obtainable format and to retrieve the exact figures would entail trawling through Trust records and exceed the appropriate time limit.

**4. Does the Trust use the services of an external printer for patient and non-patient letters?**

No

**If No, go to question 5. If Yes, go to question 7.**

**5. What are the Trusts costs for the service and support of onsite printing equipment?**

Franking machine lease - £15,410

**6. Have you previously considered using outsourced services? Please provide details of why you chose not to use them.**

Post is currently sat with the STP and outsourcing is currently being explored.

7. **Please provide when the service was implemented, and the services included?**
8. **Please provide specific details of any aims/targets set of the print service and whether these have been achieved?**
9. **Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?**
10. **Please provide details of:**
  - a. *Supplier*
  - b. *Expected contract length*
  - c. *Contract review date*
  - d. *Cost of contract to date*
11. **Please provide details of the implementation costs and on-going/support costs?**
12. **Please provide details of the processes followed to procure an external print service?**
13. **Please provide details of the channels used to publish the notification of procurement, for an external print service?**

N/A

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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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