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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 02 August 2018.

I am pleased to confirm the following.

#### **1) What is your turnaround time for patient letters? Within this, what is the length of time it takes for the letter to be typed and also the length of time before the letter is sent out?**

The Trust has recently introduced new turnaround times for letters – 48 hours for urgent letters (24 hours for typing, 24 hours for sign and send); and 10 days for routine letters (five days for typing, five days for sign and send)

#### **2) What is the production cost to the Trust of these letters annually?**

It is difficult to estimate the production costs for the letters as the volume and costs vary and are dependent on a lot of factors.

However, as a rough estimate the production costs are £320k fixed staff cost and an additional £1 per letter produced (including printing, paper and postage)

#### **3) What departments/specialties of the Trust are not achieving their turnaround time targets? Can you please provide the number of managers running each department/specialty**

Letter turnaround times are monitored daily and there is an escalation process to address capacity or other issues in specialties that are breaching the turnaround time. The Trust has recently introduced a new administrative structure to provide better management, support and resilience across the administrative teams. Managers are responsible for functions within groups of specialties.

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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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