

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 16 December 2021.

I am pleased to confirm the following.

Outbound Mail

- 1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?**
Both
- 2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?**
Approx. 540,000.
- 3. If the outbound mail/printing service is outsourced, who is the current contract with?**
Synertec
- 4. If outsourced, when is the current contract due for renewal?**
15/04/2023
- 5. What is your annual spend for patient appointment letters and correspondence?**
Approx £145,270.32 + vat
- 6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**
SBS Framework
- 7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.**
Nicola Jones, Outpatient Services Manager

Inbound Mail

- 8. Does the Trust have a centralised mailroom for all incoming post/mail?**
Yes

9. If so, is this managed by Trust employees?

Yes

10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?

N/A

11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?

Not monitored however, approximately 50 from royal mail and 400 from other local NHS sites (GP Surgeries etc.).

12. When is the contract up for renewal?

N/A

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

N/A

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

Rachel Ellis (Support Services Manager) is responsible for the Post Room.

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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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