

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

Thank you for your request for information which we received on 06 April 2022.

I am pleased to confirm the following.

### **1.How many patients in total is your trust responsible for?**

313,363 outpatient's attendances

16,255 elective spells

22,208 non-elective admission

73,397 ED attendance

3,537 babies we delivered

### **2.What is the total number of letters you post a year?**

550,000 inc. parcels

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

Royal Mail Yes

Whistl No

UKMail No

Other (please specify) N/A

### **4.What percentage of your patient letters are sent 1<sup>st</sup> Class? 17.82%?**

### **5.What percentage of your patient letters are sent 2<sup>nd</sup> Class (or equivalent)? 76.73%**

### **6.Do you still use franking machines? Yes**

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

Pitney Bowes No

Quadient Yes

Other (please specify) N/A

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

Yes

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

**9. What is the name of your hybrid mail supplier?** Synertec Ltd

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

**11. When was the contract signed?** 2019

**12. What is the duration (Term) of the contract?** 2-year extension until 2023

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

**If Yes, Who is the supplier of your web portal or App technology?** Induction Health

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

Approx March 2017

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

116352

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

This Information is not recorded.

**17. Do you currently use Email to communicate with your patient, If yes, who supplies your email service No, unless for Teams video appts?**

**18. How many emails do you send to patients a year?** This information is not recorded

**19. What is the cost of each email communication?** N/A

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

**If yes, who supplies your email service** SMS service – Induction Health

**21. How many emails do you send to patients a year?** SMS service Not known

**22. What is the cost of each email communication?** SMS service Not known

**23. Who has responsibility for digital transformation in your organisation?**

Name

Email Address IT Service Desk [ITServiceDesk@mkuh.nhs.uk](mailto:ITServiceDesk@mkuh.nhs.uk)

**Who is responsible for your post room (i.e., who is your post room manager?)**

Name Stephen Ngugi

Email Address [Stephen.Ngugi@mkuh.nhs.uk](mailto:Stephen.Ngugi@mkuh.nhs.uk)

**Who is the Director of IT in your organisation?**

Name

Email Address IT Service Desk [ITServiceDesk@mkuh.nhs.uk](mailto:ITServiceDesk@mkuh.nhs.uk)

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

Name Debbie Gibbs

Email Address [Deborah.gibbs@mkuh.nhs.uk](mailto:Deborah.gibbs@mkuh.nhs.uk)

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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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