

Freedom of Information Team  
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Name:  
Email:  
Date: 16/04/2021  
Ref: 21-22 002

Dear

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 31/03/2021.

**1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?**

No, all outpatient appointments that are managed by the central team are sent electronically (this equates to 80% off all outpatient appointments). This process is managed by an external provider. Breast Screening services also use an external provider to send the appointments in paper form.

**2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?**

Current managed print solution based on a total of 27million prints, however we are unable to determine the exact amount printed by the Trust as this specific information is not recorded on our systems.

**3. If the outbound mail/printing service is outsourced, who is the current contract with?**

Breast Service hybrid mail solution is with Synertec.  
Centralised service mail provider is Healthcare Communications.

**4. If outsourced, when is the current contract due for renewal?**

Synertec expired 31/03/2021 – renewal in progress.  
The Trust has two contracts with the Healthcare Communications (plus some other spend): one is for Friends and Family Test and other surveys and the other is the Patient Portal – which is a text communication system and not printed letter; but for information, the latter was procured through the NHS SBS Communication, Appointment, Reminder and Alert services framework and expires in July 2022.

**5. What framework was used for the procurement of that contract?**

Expired contract was procured through HealthTrust Europe (HTE) Document Management Services framework.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team