



Request under Freedom of Information Act 2000

Request Ref: NGFOI 18/19: 45

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 18/04/2018.

I am pleased to be able to provide you with the following information.

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

The Trust uses Winscribe Voice Recognition and PCS to prepare patient letters. Synertec provide our hybrid mail service, for printing and distribution of patient letters.

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

The Trust's annual cost for postage is circa £320,000. We do not record this data for printing.

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

From April 2017 to 31st March 2018 circa: 575,000. The average is 47,916 per month.

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

No

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

To provide the information as requested, would be disclosing information which is commercially sensitive and could prejudice the commercial interests of our suppliers. This information is therefore held exempt under section 43 of the FOI Act.

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

No. The model that the Trust has in operation meets our internal needs, although this will periodically be review through ICT.

7. *Please provide when the service was implemented, and the services included?*

The service was implemented over 7 years ago. This is used for all patient letters apart from those associated with 2 week waits. Letters to GP's are sent electronically via MESH.

8. *Please provide specific details of any aims/targets set of the print service and whether these have been achieved?*

To reach 500,000 hybrid mail usage target each year. That has been reached the Trust has now a target set to reach 750,000 hybrid mail per year.

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?*

Support for the system is covered by the Trust's Clinical Systems Support Team alongside support for key clinical systems.

10. *Please provide details of:*

<i>Supplier –</i>	Synertec
<i>Expected contract length –</i>	Until June 2019
<i>Contract review date –</i>	1st January 2019
<i>Cost of contract to date –</i>	To provide the information as requested, would be disclosing information which is commercially sensitive and could prejudice the commercial interests of our suppliers. This information is therefore held exempt under section 43 of the FOI Act.

11. *Please provide details of the implementation costs and on-going/support costs?*

To provide the information as requested, would be disclosing information which is commercially sensitive and could prejudice the commercial interests of our suppliers. This information is therefore held exempt under section 43 of the FOI Act.

12. *Please provide details of the processes followed to procure an external print service?*

Procurement was via the SBS Framework

13. *Please provide details of the channels used to publish the notification of procurement, for an external print service?*

Procurement was via the SBS Framework