



Request under Freedom of Information Act 2000

Request Ref: NGFOI 17/18: 569

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 19/03/18.

I receive correspondents from various NGH department which have a return address of: PO Box 397, Bristol, BS9 0DP. could you please tell me who this is, as NGH does not have a branch in this area. Also is it an outside contractor.

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

The Trust use a company called Synertec to print and distribute patient letters. They are a data processor on behalf of the Trust. The return address on the letters you have received is for any letters that are undeliverable via this service. The contract for this service is part of a national framework and does include the relevant Data Protection section relating to the suppliers responsibilities as a Data Processor on behalf of the Trust.