

## Freedom of Information Act 2000 disclosure log entry

### Reference

22-23113

### Date sent

18/08/22

### Subject

Trust Usage of Email, SMS, Postal Comms

### Details of enquiry

Grateful if you could you send me answers to the following questions:-[see table below]

### Response sent

No	Question	The Trust's Response
1	How many inpatients, outpatient and waiting list patients in total is your trust currently responsible for?	Nil Inpatients 26,674 Accepted Referrals
2	What is the total number of letters you posted from January 2021 – December 2021?	32,641
3	Which Postal carrier(s) do you use ? Royal Mail Yes / No Whistl Yes / No UKMail Yes / No Other (please specify) _____	Royal Mail only
4	What percentage of your patient letters are sent 1 <sup>st</sup> Class What percentage of your patient letters are sent 2 <sup>nd</sup> Class (or equivalent)	70% 30%
5	Do you still use franking machines Yes/No If Yes, Who is the manufacturer of your franking machines Pitney Bowes Yes/No Quadiant Yes/No Other (please specify)	Yes Quadiant
6	Do you use Hybrid mail to send patient letters If Yes, What percentage of your total postal volumes (question 2) are sent via hybrid mail ?	No Nil

	<p>What is the name of your hybrid mail supplier _____</p> <p>What framework did you use to procure hybrid mail?</p> <p>When was the contract signed?</p> <p>What is the duration (Term) of the contract?</p>	<p>Not applicable</p> <p>Not applicable</p> <p>Not applicable</p> <p>Not applicable</p>
7.	<p>Do you currently use a Patient portal or App for some or all of your patient communications?</p> <p>If Yes, Who is the supplier of your web portal or App technology _____</p> <p>When did you first implement your patient portal or App technology (Year/Month)</p> <p>_____</p> <p>How many patients have registered to use your patient portal or App</p> <p>_____</p> <p>How many letters a year are currently being sent via your web portal or App</p> <p>_____</p>	<p>No</p>
8.	<p>Do you currently use Email to communicate with your patients</p> <p>If yes, Who supplies your email service _____</p> <p>How many emails do you send to patients a year _____</p> <p>What is the cost of each email communication _____</p>	<p>Yes</p> <p>Microsoft Office</p> <p>We do not hold this data</p> <p>We do not hold this data</p>
9.	<p>Do you currently use SMS to communicate with your Patients</p> <p>If yes, Who supplies your SMS service _____</p> <p>How many SMS do you send to patients a year _____</p> <p>What is the cost of each SMS communication _____</p>	<p>Yes</p> <p>We do not hold this data on a Trustwide basis as this is not centrally procured or controlled</p> <p>We do not hold this data</p> <p>We do not hold this data</p>
10	<p>Who has responsibility for digital transformation in your organisation</p> <p>Name _____</p> <p>Email Address _____</p>	<p>The Director of IM&amp;T</p> <p>IM&amp;TmanagementTeam@tavi-port.nhs.uk</p>
11	<p>Who is responsible for your post room (i.e. who is your post room manager)</p> <p>Name _____</p> <p>Email Address _____</p>	<p>The Head of Estates and Facilities</p> <p><a href="mailto:estates@tavi-port.nhs.uk">estates@tavi-port.nhs.uk</a></p>
12	<p>Who is the Director of IT in your organisation</p>	<p>Jon Rex</p> <p><a href="mailto:Imtmanagementteam@tavi-port.nhs.uk">Imtmanagementteam@tavi-port.nhs.uk</a></p>

	Name _____	
	Email Address _____	
13.	Who is the procurement manager responsible for print and post solutions in your organisation	Head of Procurement <a href="mailto:procurement@tavi-port.nhs.uk">procurement@tavi-port.nhs.uk</a>