

Freedom of Information Act 2000 disclosure log entry

Reference

22-23218

Date sent

20/10/22

Subject

Mail Services & Suppliers

Details of enquiry

- 1) Do you use external suppliers for your letter, if so, which suppliers currently provide you with hybrid mail services?
 - a. When are the current contracts due for renewal?
 - b. What frameworks are the current contracts procured through?
- 2) Who are the contacts at the organisation is responsible for contracts and what are their contact details?
- 3) Who is the lead procurement contact for hybrid mail services and what are their contact details?
 - a. What is the value of each hybrid mail contracts you have, annually and total contract values?
- 4) What volume of letters and envelopes is your Organisation sending out on an annual basis via hybrid mail suppliers or franking internally?
- 5) Do you have a patient portal available for patients to receive documents, if not who is the lead contact?
- 6) Do you have AIS facilities for patients with additional needs, if not who is the lead contact?
- 7) Do you have the ability to offer sms for patients who would benefit from this facility, if not who is the lead contact?

Response sent

- 1) Do you use external suppliers for your letter,
No
 - a. if so, which suppliers currently provide you with hybrid mail services?
Not applicable – see above response
 - b. When are the current contracts due for renewal?
Not applicable – see above response
 - c. What frameworks are the current contracts procured through?
Not applicable – see above response
- 2) Who are the contacts at the organisation is responsible for contracts and what are their contact details?
The Procurement Manager, procurement@tavi-port.nhs.uk

- 3) Who is the lead procurement contact for hybrid mail services and what are their contact details?

Not applicable. We do not use hybrid mail

- a. What is the value of each hybrid mail contracts you have, annually and total contract values?

Not applicable. See above response

- 4) What volume of letters and envelopes is your Organisation sending out on an annual basis via hybrid mail suppliers or franking internally?

We do not use hybrid mail suppliers.

Over the last 12 months we franked, in-house, 34,881 items

- 5) Do you have a patient portal available for patients to receive documents, if not who is the lead contact?

No we do not have a patient portal.

- 6) Do you have AIS facilities for patients with additional needs, if not who is the lead contact?

Yes. Each department handles this according to staff/patient requirements. Lead contact: Lisa Tucker – health and safety manager: ltucker@tavi-port.nhs.uk

- 7) Do you have the ability to offer sms for patients who would benefit from this facility, if not who is the lead contact?

Yes, we send patient appointment reminders via SMS and any other messages as deemed appropriate by the clinician.