

Freedom of Information request 016207

24/6/22

How many patients in total is you trust responsible for – To see information on the local area that the Trust covers please go to the Trust’s external website [About us - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](http://www.dgft.nhs.uk)

1. What is the total number of letters you post a year –

This information is based upon 90 days of data, which is the data retention period that is setup within the Prism database.

Document Type	Total
BRST_GP_Report	253
BRST_Letter	26,093
Clinical_Correspondence	15,785
Oasis_Patient_Correspondence	96,971
RDLGY_Letter	18,844

2. Which postal carriers do you use

Royal Mail Yes
 Whistl Yes
 UKMail ~~Yes/No~~
 Other (please specify)

**3. What percentage of your patient letters are sent 1st class
 What percentage of your patient letters are sent 2nd class (or equivalent)**

In terms of the postage class, only two document types are considered to be sent first class, namely BRST Letter and Clinical Correspondence. The criteria we use is based upon the appointment date and the date of the letter and only if this matches the value configured would the documents be sent first class. In the last 90 days we have sent 80 documents first class, which equates to 0.05%; therefore the remaining 99.95% are sent second class.

4. Do you still use franking machine ~~Yes/No~~

- All of the Trust's Facilities Management Services which includes post room services are provided by our Private Finance Initiative Partner, Summit Healthcare. More information on The Trust's PFI Partners can be found on the Trust website <http://www.dgft.nhs.uk/aboutus/private-finance-initiative-partners/>

To see previous responses on Post/Mail room please go to the Freedom of Information request disclosure log on the Trust website [Disclosure log - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](http://www.dgft.nhs.uk) and in the search box type in mail or post

5. Do you use Hybrid mail to send patient letters - YES

If yes
 What percentage of your total postal volumes (question 1) are sent via hybrid mail

What is the name of your hybrid mail supplier – Patient/Citizen Communication & Engagement Solutions

What framework did you use to procure hybrid mail – Framework ref: SBS10175

Lot 9 Digital & Physical Hybrid Solutions

When was the contract signed – 04/2022

What is the duration (term) of the contract? - 24/1/22 to 31/3/2024 (+24m)

6. Do you currently use a Patient portal or app for some or all of your patient communications?

If yes, who is the supplier of your web portal or App technology

When did you first implement your patient portal or App technology (year/month)

– To see a previous response which will answer the questions above please to the Freedom of Information disclosure log [Disclosure log - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](#) and in the search box type 'portal'

How many patents have registered to use your patient portal or App - approximately 2000

How many letters a year are currently being sent via your web portal or App - none currently

7. Do you currently use e-mail to communicate with your patients - Yes

If yes, who supplies your e-mail service - NHSMail

How many e-mails do you sent to patients a year – Not known, information not collected.

What is the cost of each email communication – NHSMail is the secure email service provided by and used by the NHS – there is no cost associated with sending individual emails

8. Do you currently use SMS to communicate with your patients - Yes

If yes, who supplies your SMS messages – HealthCare Communications Ltd

How many SMS messages do you send to patients a year – Approximately 2.2m per year

What is the cost of each SMS communication - Exemption Section 43 commercially in confidence

9. Who has responsibility for digital transformation in your organisation

To see the Trust's digital strategy please go to the Trust website [Digital & Technology Strategy 2019 – 2024 - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](#)

10 Who is responsible for your post room (ie who is your post room manager)

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11 Who is the Director of IT in your organisation

Name – Adam Thomas – Chief Information Officer

The Dudley Group NHS Foundation Trust, Russells Hall Hospital, Dudley, DY1 2HQ.

Trust Switchboard 01384 456111

12 Who is the procurement manager responsible for print and post solutions in your organisation

dgft.procurement@nhs.net