

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-022025-0001455

Date: 2.4.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

I would like you to send me the amount of money that your trust has spent on postage when communicating with or about patients in each of these financial years - 2021-22, 2022-23 and 2023-24.

For clarity communicating with patients would include (but not be limited to) notification of appointments, reminders, results of tests and so forth. Essentially any letters sent to them from the hospital or hospital trust.

Communicating about patients would include (but not be limited to) letters to GPs about test results, treatments etc as well as referral letters to other treatment providers.

Response

Postage costs for patient communications is difficult to untangle from our wider postage costs which includes the postage and carriage costs of deliveries into the Trust for example.

We have provided estimated patient communications postage costs below based on analysis from an external provider of this service we use and the cost of our internal mail room franking where the overwhelming majority of mail is for patient communications.

Note - we are unable to split the cost of postage to letters to patients or about patients. The following is the estimated total postage costs for patient communications each financial year requested.

2021/22 = £636,000
2022/23 = £720,000
2023/24 = £675,000

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters

Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust