

Date: 06/04/2021

FREEDOM OF INFORMATION REQUEST FOI/015615 - Outbound Patient Correspondence & Communications

1: Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier? - Outsourced to a supplier

2: What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)? - 883,000

3: If the outbound mail/printing service is outsourced, who is the current contract with? - Synertec

4: If outsourced, when is the current contract due for renewal? - 31/03/2022 + 2 optional 12 month extensions which could take the agreement to 31/03/2023

5: What framework was used for the procurement of that contract? - SBS Framework - Reference SBS/17/DT/WFD/9090