

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

**Ref:** FOI-122025-0002110

**Date:** 16.02.2026

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

**Print Room**

1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing? –  
**No, Printers are located throughout the Trust offices and sites**
2. Is this run by your own staff or outsourced to a third-party provider?
3. If run internally, how many full-time equivalent (FTE) run this facility?
4. Number of devices & model type/s?
5. Name of incumbent supplier?
6. Contract start / end date and length of any option to extend?
7. If outsourced, please advise contract start / end date and length of any option to extend?
8. Was this contract awarded through a framework? If yes, which one used?
9. Annual spend (ex VAT) covering non-pay & staff costs or total outlay if this service is outsourced

**External Print -**

1. Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)? - **Yes**
2. Name of incumbent supplier/s? - **CDP Print Management Limited**
3. If this arrangement provided under contract, please advise start / end date and length of any option to extend? - **01/04/2025 - 31/03/2027 with option to extend by 2 x 12 months (up to 4 years in total)**
4. Was this contract awarded through a framework? If yes, which one used? - **Further competition via Procurement for Housing Framework, Lot 1 - Print, Mailing & Digital Communications.**
5. Alternatively, was this awarded through a DPS arrangement? - **N/A**
6. Annual spend (ex VAT) for this service over the past 12 months? - **Circa £35,000**

## Mail Room (Inbound and/or Outbound)

1. Do you have your own in-house Mail Room operation? –  
**No. The Trust's Facilities Management Services are provided by our Private Finance Initiative Partner and their Partner Mitie as part of a comprehensive Facilities Management Service and the Mail/Post Room is part of this service.**
2. If yes, how is the service run - physical or digital mail distribution?
3. Is this run by your own staff or outsourced to a third-party provider?
4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?
5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?
6. Was this contract awarded through a framework? If yes, which one used?
7. Annual spend (ex VAT) covering non-pay and staff costs or total outlay if this service outsourced?
8. Do you use a Hybrid Mail service as part of your patient communications approach?
9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?

## Medical records / Digital Forms / Storage –

1. Have you yet to start, partly started or completed scanning your medical records? - **No**
2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier – **N/A**
3. Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)? - **No**
4. If you are not using a PiP approach, do you scan your end of episode material? - **No**
5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier – **On site**
6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?  
**- We use the Civica TRAC Recruitment Management System this is widely used across NHS trusts for managing recruitment. It manages the entire recruitment lifecycle: vacancy authorisation, advert publishing, applicant screening, interview scheduling, background checks, and onboarding.**

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](mailto: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

FOI/REF

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://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**