FOI 5293

Outbound Mail

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

- Partially outsourced but not entirely, patient appointment letters are currently printed both in-house and via an outsourced company.

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

- Approximately 120,000 for Patient Access Only.

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

- Printing service is partially outsourced to Synertec.

4. If outsourced, when is the current contract due for renewal?

It is currently a rolling contract and is being trialled. The roll out is yet to be agreed

5. What is your annual spend for patient appointment letters and correspondence?

- £67,319

6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

- NHS SBS FW

7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

- Rebekah Phillips - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address below or alternatively email [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) asking for your correspondence to be forwarded on.

Inbound Mail

8. Does the Trust have a centralised mailroom for all incoming post/mail?

- Yes.

9. If so, is this managed by Trust employees?

- No.

10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?

- This is managed by ISS Facilities – external Soft FM provider to the Trust.

11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?

I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested. Therefore, we cannot provide this information.

Under the FOIA, we are not required to create this information in order to answer your request. I should explain that the FOIA is to do with transparency of information held by public authorities. It gives an individual the right to access recorded information held by public authorities. The FOIA does not require public authorities to generate information, or to answer questions, provide explanations or give opinions, unless this is recorded information that they already hold.

12. When is the contract up for renewal?

- March 2025 (with 2 x 12-month optional extensions)

13. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?

- The LPP Framework was used for our recent FM tender.

14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

- Stephen Holland Head of Estates and Facilities - The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address below or alternatively email [wcft.enquiries@nhs.net](mailto:wcft.enquiries@nhs.net) asking for your correspondence to be forwarded on.