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|  | Service Level Management Limited The Studio, Arch3 Turkey Mill Maidstone Kent ME14 5PP |

Tel: 01622 320075

**Freedom of Information Officer**

The Walton Centre NHS Foundation Trust

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enquiries@thewaltoncentre.nhs.uk 0000077

Lower Lane   
Liverpool

Merseyside   
L9 7U

**26th April 2022**Dear Sir/Madam

**Freedom of Information Request**

I am writing to request information under the Freedom of Information Act 2000. I

would be grateful if you could you send me answers to the following questions:-

It is likely your Post Room will be able to help with the majority of these questions:

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

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|  | **How many patients in total is your trust responsible for**  221,651 patients are currently under the care of The Walton Centre NHS Foundation Trust. |
| 1 | **What is the total number of letters you post a year**  PAC sends out approximately 150,000 appointment letters each year. |
|  | **Which Postal carrier(s) do you use?**  Royal Mail Yes  Whistl Yes  UKMaiI No  Other (please specify) |
|  |
|  | What percentage of your patient letters are sent 1st Class - I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the percentage of patient letters sent by 1st class or 2nd Class, however letters will be sent out 2nd class unless for an urgent appointment.  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. |
| What percentage of your patient letters are sent 2nd Class (or equivalent) – Please see above |
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|  | **Do you still use franking machines** Yes  **If Yes, Who is the manufacturer of your franking machines**  Pitney Bowes Yes  Quadient No  Other (please specify) |
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| 5 | **Do you use Hybrid mail to send patient letters**  No.  If Yes,  What percentage of your total postal volumes (question 1) are sent via hybrid mail? – N/A  what is the name of your hybrid mail supplier – N/A |
| What framework did you use to procure hybrid mail – N/A  When was the contract signed – N/A  What is the duration (Term) of the contract – N/A |
| 6 | **Do you currently use a Patient portal or App for some or all of your patient communications?**  No.  If Yes, Who is the supplier of your web portal or App technology – N/A |
| When did you first implement your patient portal or App technology (Year/Month) – N/A |
| How may patients have registered to use your patient portal or App – N/A |
| How many letters a year are currently being sent via your web portal or App – N/A |
|  |
| 7 | **Do you currently use Email to communicate with your patients** Ifyes, Who supplies your email service  No. |
| How many emails do you send to patients a year – N/A |
| What is the cost of each email communication – N/A |
|  |
| 8 | **Do you currently use SMS to communicate with your Patients**  Yes  If yes, Who supplies your SMS messages  GOV.UK Notify |
| How many SMS messages do you send to patients a year - approx. 36,000 SMS sent per year |
| What is the cost of each SMS communication – 40,000 free text messages a year,  then 1.72 pence per message |
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|  | Who has responsibility for digital transformation in your organisation Name Justin Griffiths |
| Email Address 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 asking for your correspondence to be forwarded on. |
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|  | Who is responsible for your post room (i.e. who is your post room manager)  Name Services managed by a third party - ISS |
| Email Address 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 asking for your correspondence to be forwarded on. |
|  |
|  | Who is the Director of IT in your organisation  Name Justin Griffiths |
| Email Address 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 asking for your correspondence to be forwarded on. |
|  |
|  | Who is the procurement manager responsible for print and post solutions in your organisation  Name Emma Seed |
| Email Address 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 asking for your correspondence to be forwarded on. |
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