

Ref: FOI/CAD/ID 3130

**Please reply to:**  
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### Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to patient communication by letter.

*Please provide details of the system or process which is currently used by the Trust to communicate with patients by letter, and the organisation or individuals responsible for implementing and maintaining this service.*

- *Does the Trust use the services of an external provider for patient and non-patient letters?*
- *Please provide details of the Trust's current Letter printing service supplier/system*
- *Please confirm if you use Hybrid mail and what type?*

Hybrid? Yes No

Bulk and Desktop? Yes No

Bulk only? Yes No

- *What are the Trust's annual costs for the printing and postage of patient letters?*
- *Please provide monthly volumes and values for the number of patient letters sent?*

*Does the Trust use an external printing service for either patient or non-patient letters?*

*If it does:*

- *When was this service implemented and the specialties included?*
- *Please provide specific details of any aims or targets which were established at the outset and whether these have been achieved?*
- *Please give an indication of the costs associated with the service, including initial implementation costs and support costs?*
- *How many NHS staff are responsible for the implementing and supporting of this service and what is their role within the Trust?*
- *Please provide details of your current letter supplier:*
  - *Supplier name*
  - *Date contract began and contract end date*

- *Contract review date*
- *Cost of contract to date and annual spend*
- *Cost of set up*
- *Cost of support*
- *Fulfilment*
- *Postage – First class?          Second class?*
- *Please provide details of the process which was followed to procure an external print service?*
- *Please provide details of the channels used to publish the notification of procurement, for an external print service?*

*If no external letter supplier/service is used:*

- *What are the Trust's costs for the service and support of printing?*
- *Have you previously considered using outsourced letter printing services, and if so, please provide details of why you chose not to.*

*Does the Trust use the services of an external provider for patient and non-patient letters? Yes for their Appointment and clinical documentation*

*Please provide details of the Trust's current Letter printing service supplier/system - Xerox Health Services since January 2016*

*Please confirm if you use Hybrid mail and what type?*

*Hybrid? No – Downstream to Xerox Processing depots*

*What are the Trust's annual costs for the printing and postage of patient letters? – Costs for patient postage is not separated therefore the total spend on postage for the financial year 2014/15 was £634,772*

*Please provide monthly volumes and values for the number of patient letters sent? – Based on 15/16 volume – 65,000 @ average cost of £22,500*

*Does the Trust use an external printing service for either patient or non-patient letters?*

*If it does:*

*When was this service implemented and the specialties included?*

*Implemented - December 2012 with UKiMail;*

*Following specialties:*

- Trauma & Orthopaedics*
- Women's & Children*
- Surgical*
- Cancer*
- A&E*
- General medicine*

*Please provide specific details of any aims or targets which were established at the outset and whether these have been achieved? - Objective of this project was to release efficiencies time release of WTE – 33 10% of total admin & Clerical WTE budget – and the efficiencies to be reinvested in the administrative areas to support the patient pathways – this has been achieved - as admin staff did not have to print and fulfil their appointment & clinical outcome documentations including the posting of patient leaflets.*

*Please give an indication of the costs associated with the service, including initial implementation costs and support costs? - The cost of this project was*

included in the capital programme as the investment was to install additional servers – the total cost was approximately £10k Project lead, management, and implementation was sourced from existing establishments from within the directorates and service improvement/PMO team – this was cost neutral.

No other known initial projects costs were levied.

*How many NHS staff are responsible for the implementing and supporting of this service and what is their role within the Trust?*

1. Service Improvement/Programme Management team – 1wte – band 7 at least 3 days a week – scoping/planning/facilitating supplier and internal stakeholders/implementing/supporting/training.
2. Procurement lead for contracts management - senior management >Band 8 - 5 days total for the duration of the project cycle.- tender and contracts management
3. IT support and maintenance - 1 wte - senior and support management – Band 7-8 @ at least 2 days a week – IT & technical co-ordination with all internal and external stakeholders – operational support –
4. Directorate team managers and leads – 1 wte – A&C band 5-6 @ at least 1 day a week – implementing/managing change process within the team/escalating issues and resolving as required. – on going support

*Please provide details of your current letter supplier:*

Supplier name – Xerox

Date contract began and contract end date 3rd December 2015

Contract review date 31st December 2019

Cost of contract to date and annual spend Annual spend approximately - Post pilot and proof of concept concluded 31st December 2015; Operational output commenced 1st January 2016 – approximate cost is expected at £30,000 per month – annual circa is estimated at £431,054

Cost of set up – nothing – transition for existing to new

Cost of support – current establishment as above is estimated to support

Trusts support cost, external amount is not known to MTW

Fulfilment – all being carried out Xerox depots.

Postage – First class?

Second class? – default all post to be delivered at 2nd class B&W; where appropriate and approved by senior managers these are being delivered at 1st Class.

*Please provide details of the process which was followed to procure an external print service? - Tenders and framework agreement RM1063*

*Please provide details of the channels used to publish the notification of procurement, for an external print service? - Invitation for bidders via Framework Web portal.*