

Ref: FOI/CAD/ID 3507

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 print room and mail services.

Print room and commercial print

1. Does the Trust have one or more onsite print rooms/Medical Illustration Departments?
2. If the Trust has an onsite print room/Medical Illustration department, is it managed in house or outsourced?
3. If it is managed in house, who provides the service?
4. If it is being outsourced, who provides the service, when did the contract start and what is the contract term
5. How many staff work in the print room/Medical Illustration Department?
6. Who is the main supplier(s) of the Trust's higher volume commercial print (leaflets, medical forms, posters, letterhead, etc.), when did the contract start and what is the contract term
7. What was the spend on commercial print during 2015/16

Mail services

1. Does the Trust manage its own incoming mail or is this service outsourced
2. If outsourced, who is the current provider, when did the contract start and what is the contract term
3. Is any of the incoming mail scanned or is it physically transported across the Trust
4. If the service is provided in house how many staff are involved in:
 - a. Distributing incoming mail
 - b. Collecting outgoing mail
5. What is the volume of outgoing mail sent by the Trust?
6. Does the Trust have any centralised services for printing and sending mail
7. Does the Trust have any hybrid mail services for sending appointment letters or other correspondence?
8. If yes, who is the hybrid mail provider, when did this contract start and what is the contract term

Chairman: Tony Jones Chief Executive: Glenn Douglas

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9. Does the Trust have any software products for sending appointment letters electronically or SMS reminders to patients

10 If so, what software products are used, when where these installed and what is the contract term for support

Print room and commercial print

1. No
2. Not applicable
3. Not applicable
4. Not applicable
5. Not applicable
6. External Hybrid Mail Supplier Xerox, Until December 2018 + option to extend for further 12 months
7. The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Mail services

1. Trust has an in-house mail room on each site
2. Not applicable
3. Mail is physically transported across the Trust either on foot internally in each hospital or via our own courier service between sites.
4. a & b 3WTE in total across the Trust
5. Volume of outgoing mail sent via post rooms is 36,600 letters per month on average
6. Trust does not have a centralised service for printing and sending mail
7. Trust has a hybrid mail service
8. Hybrid mail service provided by Xerox, 2016 for 3 years.
9. Hybrid (Xerox) does this for the Trust. Currently all patient information is sent with the letters. For SMS the Trust use Netcall to text appointment reminders to our patients.
10.
 1. Netcall for SMS messaging
 2. Xerox for Hybrid mail
 3. Describe for incoming referral scanning