



Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

Freedom of Information Act 2000

You asked:

How many patients in total is your trust responsible for

1. What is the total number of letters you post a year
2. Which Postal carrier(s) do you use?
 - a. Royal Mail Yes / No
 - b. Whistl Yes / No
 - c. UKMail Yes / No
 - d. Other (please specify)
- a. What percentage of your patient letters are sent 1st Class?
- b. What percentage of your patient letters are sent 2nd Class (or equivalent)?
4. Do you still use franking machines? Yes/No
 - a. If Yes, who is the manufacturer of your franking machines?
 - b. Pitney Bowes Yes/No
 - c. Quadient Yes/No
 - d. Other (please specify)?
5. Do you use Hybrid mail to send patient letters
If Yes,
 - a. What percentage of your total postal volumes (question 1) are sent via hybrid mail?
 - b. what is the name of your hybrid mail supplier?
 - c. What framework did you use to procure hybrid mail?
 - d. When was the contract signed?
 - e. What is the duration (Term) of the contract?
6. Do you currently use a Patient portal or App for some or all of your patient communications?
 - a. If Yes, who is the supplier of your web portal or App technology?

- b. When did you first implement your patient portal or App technology (Year/Month)?*
- c. How many patients have registered to use your patient portal or App?*
- d. How many letters a year are currently being sent via your web portal or App?*
- 7. Do you currently use Email to communicate with your patients?*
 - a. If yes, who supplies your email service?*
 - b. How many emails do you send to patients a year?*
 - c. What is the cost of each email communication?*
- 8. Do you currently use SMS to communicate with your Patients?*
 - a. If yes, who supplies your email service?*
 - b. How many emails do you send to patients a year?*
 - c. What is the cost of each email communication?*
- 9. Who has responsibility for digital transformation in your organisation?*
Name:
Email Address:
- 10. Who is responsible for your post room (i.e. who is your post room manager?)*
Name:
Email Address:
- 11. Who is the Director of IT in your organisation?*
Name:
Email Address:
- 12. Who is the procurement manager responsible for print and post solutions in your organisation?*
Name:
Email Address:

Trust response:

Around 560,000 people living in the south of West Kent and the north of East Sussex.

- 1. 1m
- 2.
- a. No
- b. No
- c. No
- d. Xerox
- 3.
- a. 30%
- b. 70%
- 4. Yes
- c. Quadient
- 5. Yes
- If Yes,
- a. 50%
- b. Xerox
- c. Crown Commercial
- d. December 2020
- e. 2 years
- 6. No

- a. Not applicable
- b. Not applicable
- c. Not applicable
- d. Not applicable

7. No

- a. Not applicable
- b. Not applicable
- c. Not applicable

8. No

- a. Not applicable
- b. Not applicable
- c. Not applicable

9.

Name: Jane Saunders

Email Address: jane.saunders15@nhs.net

10.

Name: Falls under the remit of the Associate Director for Facilities

Email Address: The Trust considers the names and contact details requested exempt under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. These members of staff are not of sufficient senior level where there is reasonable expectation that this information would be released into the public domain.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

The Trust Executive structure chart and details of the above positions is available on the Trust website www.mtw.nhs.uk

To contact members of the board, please contact the Executive secretarial team on telephone 01622 226412.

11. Name: Sue Forsey

Email Address: sue.forsey@nhs.net

12.

Name: Falls under the remit of the Chief Finance Officer.

Email Address: The Trust considers the names and contact details requested exempt under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. These members of staff are not of sufficient senior level where there is reasonable expectation that this information would be released into the public domain.

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