

Ref: FOI/GS/ID 9344

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

23 August 2024

## **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 Hybrid Mail.

*You asked: All questions are shown as received by the Trust.*

1. *Who currently provides the Trust with Hybrid Mail Services for the:*
  - a. *Main outpatients' appointment system (PAS)*
  - b. *Breast Screening Services*
  - c. *Diabetic Eye Screening*
2. *Can you please provide the contact names & email addresses for the Managers responsible for Hybrid Mail at these locations*
3. *What is the annual spend/annual volumes for these contracts*
4. *When are these contracts up for renewal or is there a Hybrid Mail tender imminent*
5. *Who looks after Hybrid Mail contracts within Procurement*

Trust response:

1.
  - a. Xerox
  - b. Xerox
  - c. Xerox
2. Maidstone & Tunbridge Wells NHS Trust receives a number of requests for details relating to the professional lives of our staff from private individuals and organisations, some of whom are involved in recruitment and marketing. On very rare occasions it might be considered in the public interest to disclose some information but in such cases the views of the individual staff concerned is always sought.

Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. 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 is available on the Trust website [www.mtw.nhs.uk](http://www.mtw.nhs.uk) and details of our Clinically Led Organisation can be found on the trust website using the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2024/02/Our-clinically-led-structure.pdf>

Alternatively, from our website home page, click the About Us Tab, then the Clinically-led Organisation tab where you will find the information.

3. Section 43 is being applied to this question.

4. November 2025

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