

# Freedom of Information Request

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Reference Number: EPUT.FOI.18.549  
Date Received: 04 May 2018

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**\*Note to Applicant:** As of 1 April 2017, North Essex Partnership University NHS Foundation Trust (NEP) and South Essex Partnership University NHS Foundation Trust (SEPT) merged to form one new organisation known as Essex Partnership University NHS Foundation Trust (EPUT).

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## Information Requested:

Could you please inform us what your trust policy is regarding patient letters containing clinical information (e.g. consultation letters, results, inpatient events) via post?

1. Are all letters marked as “confidential” and or “private”?  
Outgoing correspondence of confidential information is marked as such. This is part of the Trusts Safe Haven Procedure, which is part of all staff training.
2. Are letters sent by tracked delivery?  
Special (sensitive) person-identifiable information is sent by “Recorded / Special Delivery” service, which includes both a Track and Trace and an electronic proof of delivery (ePOD) facility, so that the location of the package can be determined through its journey and the final delivery signature checked.

Standard appointment letters would be sent by normal post.