

Freedom of Information Request

Reference Number: EPUT.FOI.22.2459
Date Received: 6 April 2022

Information Requested:

1.	<p>How many patients in total is your trust responsible for – Approximately 127,000</p>
2.	<p>What is the total number of letters you post a year – The Trust is unable to provide the information requested as this would require a manual trawl and exceed the time and cost limits, as set out in the Act. The Trust is therefore applying Section 12 of the Act (where cost of compliance exceeds appropriate limit).</p>
3.	<p>Which Postal carrier(s) do you use ?</p> <p>Royal Mail Yes / No</p> <p>Whistl Yes / No</p> <p>UKMail Yes / No</p> <p>Other (please specify) No</p>
4.	<p>What percentage of your patient letters are sent 1st Class</p> <p>What percentage of your patient letters are sent 2nd Class (or equivalent)</p> <p>The Trust is unable to provide the information requested as this would require a manual trawl and exceed the time and cost limits, as set out in the Act. The Trust is therefore applying Section 12 of the Act (where cost of compliance exceeds appropriate limit).</p>
5.	<p>Do you still use franking machines Yes/No</p> <p>If Yes, Who is the manufacturer of your franking machines</p> <p>Pitney Bowes Yes/No</p> <p>Quadient Yes/No</p> <p>Other (please specify) No</p>
6.	<p>Do you use Hybrid mail to send patient letters No</p> <p>If Yes,</p> <p>What percentage of your total postal volumes (question 1) are sent via hybrid mail ? N/A</p> <p>what is the name of your hybrid mail supplier N/A</p> <p>What framework did you use to procure hybrid mail N/A</p> <p>When was the contract signed N/A</p> <p>What is the duration (Term) of the contract N/A</p>

7.	<p>Do you currently use a Patient portal or App for some or all of your patient communications? No</p> <p>If Yes, Who is the supplier of your web portal or App technology N/A</p> <p>When did you first implement your patient portal or App technology (Year/Month) N/A</p> <p>How many patients have registered to use your patient portal or App N/A</p> <p>How many letters a year are currently being sent via your web portal or App N/A</p>
8.	<p>Do you currently use Email to communicate with your patients</p> <p>If yes, Who supplies your email service NHS Mail</p> <p>How many emails do you send to patients a year</p> <p>The Trust is unable to provide the information requested as this would require a manual trawl and exceed the time and cost limits, as set out in the Act. The Trust is therefore applying Section 12 of the Act (where cost of compliance exceeds appropriate limit).</p> <p>What is the cost of each email communication See above</p>
9.	<p>Do you currently use SMS to communicate with your Patients</p> <p>If yes, Who supplies your SMS service BT</p> <p>How many SMS do you send to patients a year</p> <p>The Trust is unable to provide the information requested as this would require a manual trawl and exceed the time and cost limits, as set out in the Act. The Trust is therefore applying Section 12 of the Act (where cost of compliance exceeds appropriate limit).</p> <p>What is the cost of each email communication 1.3p (Please note the Trust has provided the cost of SMS here as the question wholly related to SMS)</p>
10.	<p>Who has responsibility for digital transformation in your organisation</p> <p>Name Zephan Trent</p> <p>Email Address zephan.trent@nhs.net</p>
11.	<p>Who is responsible for your post room (i.e. who is your post room manager)</p> <p>Name There is no central post room as each service manages their own post.</p> <p>Email Address see above</p>
12.	<p>Who is the Director of IT in your organisation</p> <p>Name Trevor Smith</p> <p>Email Address trevor.smith9@nhs.net</p>
13.	<p>Who is the procurement manager responsible for print and post solutions in your organisation</p> <p>Name Richard Whiteside</p> <p>Email Address richard.whiteside2@nhs.net</p>

Applied Exemption:

Section 12 (Exemption where cost of compliance exceeds appropriate limit):

- (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.
- (2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.
- (3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.
- (4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority—
 - (a) by one person, or
 - (b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign, the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.
- (5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT’s Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>