

<b>Reference:</b>	FOI.18569.25
<b>Subject:</b>	Correspondence
<b>Date of Request:</b>	13 October 2025

**Requested:**

1. How many letters in total were sent by the Trust between 1<sup>st</sup> October 2024 – 30<sup>th</sup> September 2025?

Of those, how many and what percentage were:

- a. Posted locally (i.e. franked and sent out by the post room):
- b. Sent via hybrid mail (i.e. posted by your hybrid mail supplier):
- c. Sent digitally (i.e. published and read by the recipient via the NHS app):

2a. Of those letters posted locally or sent via hybrid mail between 1<sup>st</sup> October 2024 – 30<sup>th</sup> September 2025, how many were sent 1st class?

2b. Of those letters posted locally or sent via hybrid mail between 1<sup>st</sup> October 2024 – 30<sup>th</sup> September 2025, how many were sent via 2nd class?

3. If you use a hybrid mail service:

- a. As of September 2025, who is your hybrid mail provider?
- b. Which frameworks do you use to tender for hybrid mail?
- c. What date was the agreement signed?
- d. When does the contract expire?

4. If you use a patient portal for some or all of your patient communications:

- a. As of September 2025, who is your patient portal or NHS app supplier.
- b. What month and year did your patient portal or NHS app go live for online communications
  - Month/Year
- c. As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app
- d. What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): %
- e. Does your hybrid mail supplier charge you for passing letters into your NHS app:
  - Yes/No
- f. What were the total number of letters sent and read by patients via your patient portal or NHS app between 1<sup>st</sup> October 2024 – 30<sup>th</sup> September 2025 (i.e. read online):

5. As of 2025, who manages digital transformation initiatives?

Name:

Phone:

Email Address:

6. As of 2025, who is your print room manager / manager of mailing operations?

Name:

Phone:

Email Address:

7. As of 2025, who manages procurement for print and post solutions?

Name:

Phone:

Email Address:

**Response:**

Hywel Dda University Health Board (UHB) does not hold the information for the period for 1 to 30 September 2025, as it has not currently been collated. Therefore, the UHB provides the accessible information it holds for the twelve (12) month period from 1 September 2024 to 31 August 2025.

1. The UHB confirms that one million, fifteen thousand, nine hundred and seventy-nine (1,015,979) letters were sent during the period 1 September 2024 to 31 August 2025.

The UHB does not hold the percentage requested. However, the UHB provides within the table overleaf, the number of letters and the delivery methods requested, during the period 1 September 2024 to 31 August 2025.

No.	Delivery method	Number
a.	Posted locally	805,975
b.	Sent via hybrid mail	210,004
c.	Sent digitally	Published - 48,799 Viewed online - *27,854

\*This is not via the NHS Wales App.

2a. The UHB confirms that of the total number of letters sent, three hundred and ninety-six thousand, nine hundred and sixty-five (396,965) were sent first (1<sup>st</sup>) class.

2b. The UHB confirms that of the total number of letters sent, three hundred and eighty-nine thousand, five hundred and twenty-three (**389,523**) were sent second (2<sup>nd</sup>) class.

3a. The UHB confirms that it currently uses the hybrid mail provider PSL Print Management Ltd.

3b. The UHB confirms that it uses the NHS Shared Business Services (SBS) Framework for Patient/Citizen Communications and Engagement Solutions Framework SBS10175 Lot 9.

3c. The UHB confirms that the contract commenced on 1 August 2023.

3d. The UHB confirms that the contract expiry date is 1 October 2026.

4a. Please see response to question 3a. However, PSL Print Management Ltd has sub- contracted the provision of the digital platform to Netcall Technology Limited.

4b. The UHB confirms that its patient portal went live for online communications on 13 August 2024.

4c. The UHB does not hold the requested information as patients do not need to register with the portal.

Information relating to Digital Services for Patients and Public (DSPP) and the NHS App is available on the Digital Health and Care Wales (DHCW) website. A link to the webpage has been provided below:

[dhcw.dspp\\_programme@wales.nhs.uk](mailto:dhcw.dspp_programme@wales.nhs.uk)

4d. & 4e. The UHB does not hold the requested information as the NHS App is managed by DHCW. We therefore recommend that you re-direct these parts of your request to the Freedom of Information (FoI) Team in DHCW, who should be able to help you with your enquiry. Contact details are as follows:

[DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@wales.nhs.uk) or alternatively in writing to: Digital Health and Care Wales, Ty Glan-yr-Afon, 21 Cowbridge Road East, Cardiff, CF11 9AD.

4f. The UHB confirms that twenty-seven thousand, eight hundred and fifty-four (27,854) letters were sent and read online via the patient portal, during the period 1 September 2024 to 31 August 2025.

5. The UHB confirms that Carolyn Williams, Head of Digital Innovation and Transformation, manages digital transformation initiatives. Contact details are as follows:

Telephone: 01267 235151

Email: [DigitalSeniorTeam.hdd@wales.nhs.uk](mailto:DigitalSeniorTeam.hdd@wales.nhs.uk)

6. The UHB confirms that Peter Jones, Head of Facilities, manages mailing operations. Contact details are as follows:

Telephone: 01267 235151

Email: [peter.jones6@wales.nhs.uk](mailto:peter.jones6@wales.nhs.uk)

7. The UHB confirms that the Procurement Team in NHS Wales Shared Services Partnership (NWSSP), manages the procurement of print and post solutions. Contact details are available on the NWSSP website. For ease, a link has been provided below:

[Contact Procurement Services - NHS Wales Shared Services Partnership](#)