

Reference:	FOI.7655.21
Subject:	Patient appointment letters
Date of Request:	8 December 2021

Requested:

Outbound Mail

1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?
2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?
3. If the outbound mail/printing service is outsourced, who is the current contract with?
4. If outsourced, when is the current contract due for renewal?
5. What is your annual spend for patient appointment letters and correspondence?
6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?
7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

Inbound Mail

8. Does the Trust have a centralised mailroom for all incoming post/mail?
9. If so, is this managed by Trust employees?
10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?
11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?
12. When is the contract up for renewal?
13. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?
14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.

Response:

1. Hywel Dda University Health Board (UHB) confirms that patient appointment letters are printed in-house.
2. The UHB does not hold this information. However, when the Organisation's Management Services project was being developed in 2018/19, the number of letters issued from the Appointments Centre alone was measured and agreed at 489,000 per annum.
3. Not applicable
4. Not applicable
5. The UHB does not hold this information.
6. Not applicable
7. Not applicable
8. The UHB confirms that each of its four (4) acute hospitals, Bronglais General Hospital, Glangwili General Hospital, Prince Philip Hospital and Withybush General Hospital have a centralised mail facility for incoming mail.
9. The UHB confirms that the incoming mail facilities are managed by UHB employees.
10. Not applicable.
11. The UHB does not hold this information.
12. – 14. Not applicable.