

Reference:	FOI.9352.22
Subject:	Written communication facilities
Date of Request:	11 July 2022

Requested:

1. How many inpatients, outpatients and waiting list patients in total is your trust responsible for?
2. What is the total number of letters you post a year?
3. Which Postal carrier(s) do you use?
 - Royal Mail
 - Whistl
 - UKMail
 - Other (please specify)
4. What percentage of your patient letters are sent 1st Class
What percentage of your patient letters are sent 2nd Class (or equivalent)
5. Do you still use franking machines - if Yes, Who is the manufacturer of your franking machines
 - Pitney Bowes
 - Quadient
 - Other (please specify)
6. Do you use Hybrid mail to send patient letters - if Yes,
 - What percentage of your total postal volumes (question 1) are sent via hybrid mail?
 - What is the name of your hybrid mail supplier
 - What framework did you use to procure hybrid mail
 - When was the contract signed
 - What is the duration (Term) of the contract
7. Do you currently use a Patient portal or App for some or all of your patient communications?
 - If Yes, Who is the supplier of your web portal or App technology
 - When did you first implement your patient portal or App technology (Year/Month)
 - How many patients have registered to use your patient portal or App
 - How many letters a year are currently being sent via your web portal or App
8. Do you currently use Email to communicate with your patients
 - If yes, Who supplies your email service
 - How many emails do you send to patients a year
 - What is the cost of each email communication
9. Do you currently use SMS to communicate with your Patients
 - If yes, Who supplies your SMS messages
 - How many SMS messages do you send to patients a year
 - What is the cost of each SMS communication
10. Who has responsibility for digital transformation in your organisation
Name _____

Email Address _____

11. Who is responsible for your post room (i.e. who is your post room manager)

Name _____

Email Address _____

12. Who is the Director of IT in your organisation

Name _____

Email Address _____

13. Who is the procurement manager responsible for print and post solutions in your organisation

Name _____

Email Address _____

Response:

1. The table below provides the total number of inpatients and outpatients Hywel Dda University Health Board (UHB) had recorded on its lists as at 13 July 2022.

Patient list	Number
Inpatient	46,783
Outpatients	258,307

2. Within the 2020/21 financial year the UHB posted 928,622 letters.

3. The UHB utilises the services of Royal Mail and Whistle.

4. The UHB cannot differentiate patient letters from any other correspondence. However, within the 2020/21 financial year, 39% of all correspondence was sent by first class mail.

5. Yes, the UHB utilises Quadient franking machines.

6. No, the UHB does not use Hybrid mail to send patient letters.

7. The UHB utilises 'Patient Knows Best', which was implemented in February 2020 and currently has 4,000 users registered. The UHB does not currently record how many letters are sent via 'Patient Knows Best'.

8. The UHB does not communicate with patients via email in relation to appointments. However, various services, such as the Patient Support Services Team, may communicate by email with service users, where required. The number of emails sent to patients is not recorded nor is there a specified cost held, as the UHB uses email as part of its day-to-day function.

9. The UHB does use SMS to communicate with patients. The service is delivered by Healthcare Communications. A total of 170,216 text messages were sent during the last 12 months, at a cost of £0.031 per message.

10. The responsibility for Digital Transformation sits with Carolyn Williams, Head of Digital Innovation and Transformation, who can be contacted by email on Carolyn.j.williams@wales.nhs.uk.

11. The responsibility for the UHB's post rooms sits with Simon Chiffi, Head of Operations, who can be contacted by email on Simon.Chiffi@wales.nhs.uk.
12. The responsibility for IT services sits with Anthony Tracey, Digital Director, who can be contacted by email on Anthony.Tracey@wales.nhs.uk.
13. The responsibility for the procurement of print and post solutions is Sara Pell, Senior Procurement Business Manager, who can be contacted by email on Sara.Pell@wales.nhs.uk.