

**FOI_0835_2022-23 – FOI Request Concerning – Postal service
/ Patient Communications**

- 1. How many inpatients, outpatient and waiting list patients in total is your trust currently responsible for?**

704770 unique patients across Southampton, Portsmouth, Hampshire & Isle of Wight

- 2. What is the total number of letters you posted from January 2021 – December 2021?**

Southampton- 244,982
Portsmouth- 233,174

- 3. Which Postal carrier(s) do you use?**

Royal Mail- Yes
Whistl- Yes
UKMail- No
Other (please specify)

- 4. a. What percentage of your patient letters are sent 1st Class**

10%

- b. What percentage of your patient letters are sent 2nd Class (or equivalent)**

90%

- 5. Do you still use franking machines?**

Yes

If yes, who is the manufacturer of your franking machines

Pitney Bowes- No
Quadient- Yes
Other (please specify)

- 6. Do you use Hybrid mail to send patient letters?**

No. Therefore below questions are not applicable

If yes,

- a. What percentage of your total postal volumes (question 2) are sent via hybrid mail?**
b. What is the name of your hybrid mail supplier?
c. What framework did you use to procure hybrid mail?
d. When was the contract signed?
e. 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,

a. who is the supplier of your web portal or App technology?

TPP

b. When did you first implement your patient portal or App technology (Year/Month)

2017

c. How many patients have registered to use your patient portal or App?

Please be advised that it is not possible to pull these details together

d. How many letters a year are currently being sent via your web portal or App

They are not "Sent", they merely appear. Any correspondence to do with a registered patient has access to documentation, subject to approval

8. Do you currently use Email to communicate with your patients?

If yes,

a. Who supplies your email service?

NHS.net

b. How many emails do you send to patients a year?

Please be advised that it is not possible to pull these details together

c. What is the cost of each email communication?

Zero

9. Do you currently use SMS to communicate with your Patients?

If yes,

a. Who supplies your SMS service?

<https://www.mmg.co.uk/>

b. How many SMS do you send to patients a year?

In the last 12 months, apprx 1.6 million

c. What is the cost of each SMS communication?

Apprx 2 Pence

10. Who has responsibility for digital transformation in your organisation?

Name: Stephen Docherty

Email Address: stephen.docherty@solent.nhs.uk

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

Name: John Lacey

Email Address: john.lacey@solent.nhs.uk susan.long@solent.nhs.uk

12. Who is the Director of IT in your organisation?

Name: Neil Shazell

Email Address: neil.shazell@solent.nhs.uk

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

Name: Sue Wareham

Email Address: susan.wareham@solent.nhs.uk