



South Warwickshire
NHS Foundation Trust

Freedom of Information

Warwick Hospital
Lakin Road
Warwick
CV34 5BW

Freedom of Information Request

Ref – SWFT FOI 6803

21st July 2020

Tel: 01926 495321
Email: FOI@swft.nhs.uk

Dear Sir/Madam

Thank you for your Freedom of Information request.

Please see the response to your request below;

1. Can the Trust detail the number of Multi-Functional Devices/Desktop Printers it has. – 159 MFD's in the Acute Trust
2. Does the Trust use a Follow Me Print workflow solution? - Yes
3. Does the Trust have a Central Reprographics Department and if so, what printers are used in this department - No
4. When did the current contract start and when does it expire? – Commenced Jan 2019 for 3 years.
5. What was the annual spend on print (excluding rental costs) across the MFD Fleet and the Reprographics Devices (if applicable) in the last financial year – 12 month spend of £187,202.85 (including rental)
6. What is the print volume produced on the MFD/ Reprographics printers in the last financial year – 11,600,042 pages of print
7. What is the value of the MFD/ Reprographics contract over the term of the agreement? – Approx £600,000 over 3 years depending on variable costs eg. Copier volume
8. Who has responsibility for managing the MFD Fleet/ Reprographics Devices within the Trust – Ricoh managed service – supported by an operational project team within the Trust, including Estates, Procurement, IT and Finance.
9. Does the Trust have a centralised mailing/post room that handles all inbound and outbound mail – Yes
10. If the answer to Q9 is yes, what envelope folding/inserting devices does the department use? - envelope folding/inserting devices are not used in our post room.
11. Does the Trust use any form of hybrid mail/ mailing workflow solutions (eg. OMS-500 from Neopost) – Yes Synertec
12. Who has responsibility for managing the post room within the Trust – General Manager of Hotel Services.
13. Does the Trust use a SMS Text Messaging service to contact patients - Yes If the answer to Q13 is Yes, how many text messages were sent in the last financial year and how much did the Trust spend on this service? - Approx., 620,000 SMS reminders sent at a cost of approx. £7440.00

Under the Data Protection Act 2018 and the General Data Protection Regulations the Trust is obliged to redact any information that is deemed to be exempt under the FOI act before disclosure.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our response please write to:

Governance Team
South Warwickshire NHS Foundation Trust
Warwick Hospital
Lakin Road

Warwick
CV34 5BW

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the South Warwickshire NHS Foundation Trust. The Information Commissioner can be contacted at:

FOI/EIR Complaints Resolution Information Commissioner's Office Wycliffe House
Water Lane Wilmslow Cheshire SK9 5AF

The Trust always seeks feedback on how it handles requests made under the Freedom of Information Act. If you wish to provide feedback please e-mail; FOI@swft.nhs.uk

Yours sincerely

Freedom of Information Governance Team
DDI – 01926 495321
FOI@swft.nhs.uk