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Our ref: FOI 7093

Date: 12 April 2021

Oxleas NHS Foundation Trust

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Dear Daniel,

FREEDOM OF INFORMATION ACT 2000 – SECTION 8 REQUEST

Thank you for your request for information dated 31/03/2021. Your request has been managed under the terms of the Freedom of Information Act 2000.

You requested the following information under section 8 of the Act:

1: Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?

We have a hybrid mail system in place, however, many teams still print patient letters and correspondence themselves via managed printing.

2: What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?

Approximately 1 million sheets of paper are printed per year via our hybrid mail system (please note that this is the number of pages not the number of letters sent out).

As above, not all patient correspondence is printed via hybrid mail (and not all hybrid mail is necessarily patient correspondence). We are unable to provide a figure for the volume of patient appointment letters and correspondence printed via managed printing.

3: If the outbound mail/printing service is outsourced, who is the current contract with?

Xerox

4: If outsourced, when is the current contract due for renewal?

November 2021

5: What framework was used for the procurement of that contract?

CCS

6: How much does the Trust spend annually (rolling 12 months is fine) on third-party print contracts?

Section 43 Exemption – Commercial Interests

If you have any queries or concerns or are dissatisfied with the service you have received in relation to your request, please do not hesitate to contact us. If you wish to request a review of the decision, you should write to the Information Governance Manager, Julie Lucas via email at julie.lucas9@nhs.net in the first instance. If you remain unsatisfied with the outcome of your review and wish to make a formal complaint, please address this to: Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, DA2 7WG - Email: oxl-tr.complaints@nhs.net

In addition if you are not satisfied with the outcome of your complaint or review, 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 Trust. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (Telephone: 0303 123 1113 or 01625 545 745 - www.ico.org.uk).

Kind regards,

Paul Bransgrove
Information Governance Officer

E: oxl-tr.FOI@nhs.net

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