

Reference Number: FOIAH2425/469
From: Private Individual
Date: 19 November 2024
Subject: Patient correspondence and radiology appointments

Q1 Do you outsource your printing and posting of your patient correspondence?

A1 Yes

Q2 If so, which company, and when will the contract end?

A2 Healthcare Communications - Contract end date: 28/02/2025

Q3 a. What volume of patient letters do you send per year and
 b. How much budget does the Trust spend?

A3 a.

Date	VOLUME OF SMS MESSAGES SENT (INCLUSIVE OF DIGITAL LETTERS AND REMINDER TEXTS)
November 21-22	885,540
November 22-23	1,062,507
November 23-24	1,197,453

b. Contract value: £500,790.91

Q4 Does the Trust send text alerts/ emails to patients?

A4 Healthcare Communications send appointment reminder SMS's, no emails. Frequencies of reminders vary across services but are to be aligned to a 7 and 2 day model of standardisation.

Q5 If so, which external company and contract details

A5 As per Q2

Q6 Does the Trust have a franking machine/ internal post room?

A6 Yes both

Q7 How many Radiology appointments do you offer patients?

A7 28,000 appointments per annum that are offered to patients.