

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 10.18.13

Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

18 October 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 10 October 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding outsourcing of patient letters. Specifically you asked for:

I would like to know whether the Trust has outsourced the printing of patient appointment letters or whether patient letters are still printed in house.

Answer: The Trust does outsource the printing and postage of some patient appointment letters, and some are still done within the Trust.

If the letter printing has been outsourced please confirm the name of the incumbent provider and the contract expiry date.

Answer: The provider is Synertec Ltd. Expiry date is 30th April 2019

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer