

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: 12.21.18

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

Email only

30th December 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 8th December 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to mailing and I am providing the following information in response to your specific questions:

Outbound Mail

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

Both

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

The Trust does not centrally record this information and estimates that it would take a significant amount of time to gather the information requested. Therefore, we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour.

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

Synertec

4. **If outsourced, when is the current contract due for renewal?**
5. **What is your annual spend for patient appointment letters and correspondence?**

Details of the contract are on the Trust contract register which can be found here:

<https://www.cddft.nhs.uk/our-services/non-clinical-services/procurement/information-for-suppliers.aspx>

6. **Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**

Crown Commercial Service

7. **Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.**

Patient Booking Manager and Head of Procurement

Inbound Mail

8. **Does the Trust have a centralised mailroom for all incoming post/mail?**

No

9. **If so, is this managed by Trust employees?**

Not applicable

10. **If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?**

Darlington Memorial Hospital – Synchronicity Care Limited – there is no dedicated contract for incoming mail, it is operated as part of the portering services. All other sites are PFI hospitals, details of the contract with PFI are on the Trust contract register which can be found here:

<https://www.cddft.nhs.uk/our-services/non-clinical-services/procurement/information-for-suppliers.aspx>

11. **What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?**
12. **When is the contract up for renewal?**
13. **Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**
14. **Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.**

Not applicable

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator