



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2024/25-729

Date: 28<sup>th</sup> February 2025

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Sir/Madam

I am writing to acknowledge receipt of your letter dated 22nd January 2025 requesting information under the Freedom of Information Act (2000) regarding postage

**Q1 I would like you to send me the amount of money that your Trust has spent on postage when communicating with or about patients in each of these financial years - 2021-22, 2022-23 and 2023-24.**

**For clarity communicating with patients would include (but not be limited to) notification of appointments, reminders, results of tests and so forth. Essentially any letters sent to them from the hospital or hospital Trust.**

**Communicating about patients would include (but not be limited to) letters to GPs about test results, treatments etc as well as referral letters to other treatment providers.**

**A1 The below information relates to both sites for franked mail only (including all franked mail and packages sent). Please note that costs cannot be separated out to what relates directly to patients.**

	2021/22	2022/23	2023/24	Grand Total
Trust Postal Costs	£ 1,087,392.69	£ 1,177,870.95	£ 1,409,942.52	£ 3,675,206.16

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***



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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries relating to the response please contact my office

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Leah Carlisle**  
Head of Data, Security & Protection and Health Records  
Data Protection Officer

## Appendix

On 27<sup>th</sup> January 2025 we contacted you via email with the following  
To continue with your request we require clarification whether you are only interested in postage cost in relation to letter sent to patients and no other postage cost

On the same day you replied via email with.

*Thank you for your email. I would prefer to get the data just for postage cost in relation to patients. If however you are unable to separate this out in your payment software, I am perfectly happy to receive the total postage cost for the trust in each of those years. I trust this clarifies the request,*