



Ref: FOIA Reference 2021/22-466

Date: 7th January 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 12th December 2021 (sent to Ministries) requesting information under the Freedom of Information Act (2000) regarding print service

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please can you supply a list of suppliers your trust undertakes to supply any postal, print, and digital services listed below under the terms of the Freedom of Information Act 2000 ('the Act').

Printing of any Trust approved appointments document etc and or any other type or Trust information sent to the public.

A1 The printing of appointment letters from our Careflow PAS system is outsourced to Synertec

Q2 Postal services. Can you please provide the name of the supplier, suppliers you have contracted to print and post any trust letter sent daily, weekly, or annually?

A2 As answer 1

Q3 Any contracts you have with any supplier of print and or postal services for the trust and when they are contracted to.

A3 The printing of appointment letters from our Careflow PAS system is outsourced to Synertec. This is a rolling contract and is pay as you mail

Q4 Do you have any digital, emailing, SMS or any such like contracts you have, who with and when they are due to expire?

A4 We use Netcall for SMS messaging. Netcall Remind+ is used to send Inpatient, Outpatient and Imaging appointment reminders. Annual rolling contract, renewals March 31st 2022.

*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 related to the response provided please in the first instance contact my office.

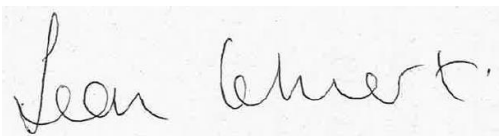
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager



University Hospitals
of North Midlands
NHS Trust

