

freedom.information@wvt.nhs.uk

21 July 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0604

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////REQUEST

Which postal supplier do you use to pick up your physical post?
Royal Mail

Do you use franking machines or PP/ envelopes in your post room? Yes
Who is the manufacturer of your franking machines? Neopost

Do you use a hybrid mail solution for some or all of your outbound post requirements? Yes
What procurement framework was used? When was the contract awarded? HealthTrust Europe – 1st March 2020

Who is the supplier? Synertec

How long is the contract for? 1 year

What percentage of your total outbound post is currently submitted via your hybrid mail supplier?

Neopost are the letters that go via the general office where they are franked and then dispatched to Neopost.

Synertec is sent electronic post which they e-mail or post.

Docman is entirely electronic and communicates with local and some other GP practices

Neopost (Royal Mail) – average 1000 per day

Synertec – (e-mail and Royal Mail) average 1500 per day

Docman – (Electronic) – approximately 900 per day

Who is responsible for digital transformation in your organisation? Associate Director of IM&T

Please note that a record of previous Trust FOI responses is now available to consult online by visiting:

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford
HR1 2DX
Email: freedom.information@wt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

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

Yours sincerely,

Freedom of Information Coordinator

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