

**Freedom of Information Act 2000 - Request Reference Fol/22/361**

**Outbound and Inbound Mail**

**Information Requested:**

**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)?**

External supplier undertakes an approximate volume of 66,000 each a year. Internal Health Board franking volume is 1,511,605

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

Cardiff and Vale University Health Board (the UHB) uses Healthcare Communications to support outbound mailing of some appointment letters.

- 4. If outsourced, when is the current contract due for renewal?**

31/07/2023, there is a one year extension option available, this may move to 31st July 2024

- 5. What is your annual spend for patient appointment letters and correspondence?**

Annual external supplier expenditure is circa £61k for a range of services.

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

HealthTrust Europe Framework

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

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

### **Inbound Mail**

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

No. However, there is one post room in UHW and one in UHL.

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

Yes.

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

Not applicable.

**11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?**

The UHB does not hold this information.

**12. When is the contract up for renewal?**

Not applicable.

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

Not applicable.

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

Not applicable.