

Freedom of Information Act 2000 - Request Reference Fol/22/211

Postal Service

1. How many patients in total is your trust responsible for?

Total Registered Cardiff and Vale GP Patients: 512,690

2. What is the total number of letters you post a year?

A total of 1,511,605 items were sent externally via the post room

3. Which postal carrier(s) do you use?

Royal Mail.

- 4. a. what percentage of your patient letters are sent 1st class?
b. what percentage of your patient letters are sent 2nd class?**

All letters sent via Business Mail.

5. Do you still use franking machines? y/n. if yes, who is the manufacturer of your franking machines?

Yes - Quadient UK Limited.

6. Do you use hybrid mail to send patient letters?

No.

- a. If yes, what percentage of your total postal volumes (q1) are sent via hybrid mail?
b. What is the name of your hybrid mail supplier?
c. What framework do you use to procure hybrid mail?
d. When was the contract signed?
e. What is the duration (term) of the contract?**

7. Do you currently use a patient portal or app for some or all of your patient communications?

No, the post room do not use a patient portal or app for patient communications.

- a. If yes, who is the supplier of your web portal or app technology?
b. When did you first implement you patient or app technology? (year/month)
c. How many patients have registered to use your patient portal or app?
d. How many letters a year are currently being sent via your portal or app?**

8. Do you currently use email to communicate with your patients?

a. If yes, who supplies your email service?

Yes, Microsoft.

b. How many emails do you send to patients a year?

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees' regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

c. What is the cost of each email communication?

Cardiff and Vale University Health Board (the UHB) does not hold this information. Under Section 16 of the FOIA, which provides us with the duty to advise and assist, the UHB can inform you that we do not pay for this service by individual emails.

9. Do you use SMS to communicate with your patients?

The UHB does not currently have a central SMS system for patient text messaging.

a. If yes, who supplies you SMS messages?

Not applicable.

b. How many SMS messages do you send to patients a year?

The UHB does not hold this information.

c. What is the cost of each SMS communication?

Not applicable.

10. Who has responsibility for digital transformation in your organisation?

The Director of Digital Transformation.

11. Who is responsible for your post room?

The Director of Capital, Estates and Facilities.

12. Who is the Director of IT in your organisation?

The Director of Digital Health Intelligence.

13. Who is the procurement manager responsible for print and post solutions in your organisation?

The Director of Procurement services.