

**Information Governance**

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29<sup>th</sup> October 2019

**Our reference: FOI DA3226**

Thank you for your request for information received 11<sup>th</sup> September 2019. I am sorry for the delay in responding to you. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran  
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**

**Request:**

**For the below 4 questions please provide the following information:**

- **Name of supplier (if internal system please put Internal)**
- **Annual volumes sent**
- **Cost per unit**
- **Any monthly service charges associated with the service**
- **Contract review dates**
- **Name and position of the person within the trust responsible for implementation and ongoing running of the service**

**Please provide details of the following:**

**Question 1a. Any patient reminder services that you outsource**

Answer: This is not outsourced and is provided internally. Text messages are sent via EE on a pay as you go basis

**Question 1b. Name of supplier (if internal system please put Internal)**

Answer: Internal

**Question 1c. Annual volumes sent**

Answer: Not applicable

**Question 1d. Cost per unit**

Answer: 1.55p

**Question 1e. Any monthly service charges associated with the service**

Answer: Not applicable

**Question 1f. Contract review dates**

Answer: April 2020

**Question 1e. Name and position of the person within the trust responsible for implementation and ongoing running of the service**

Answer: Simon Fewer, Clinical Systems Programme Manager.

**Question 2a. Any Friends and Family tests that you outsource**

Answer: Friends and Family Test: HealthCare Communications.

**Question 2b. Name of supplier (if internal system please put Internal)**

Answer: HealthCare Communications

**Question 2c. Annual volumes sent**

Answer: 12,903

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

**Question 2d. Cost per unit**

Answer: The Trust has reviewed your question as a request for information under the Freedom of Information Act 2000 and is applying section 43 of the FOI Act. Section 43 exemption applies to commercial interests. As this is a qualified exemption, the public interest in withholding the information should outweigh the public interest in disclosure.

The Trust has applied the public interest test and in this instance believes disclosure of this information may affect its ability to seek competitive tenders in the near future and should therefore be withheld. It also believes that given the specialism of some of the companies providing services to the Trust, disclosure may compromise their ability to participate competitively in commercial activity in the future. This would have an adverse effect on the provision of core support services within the Trust and may result either in the loss of specialised companies able to provide cost effective, robust services, or in an increase of prices.

**Question 2e. Any monthly service charges associated with the service**

Answer: Not applicable

**Question 2f. Contract review dates**

Answer: 28/02/2020

**Question 2e. Name and position of the person within the trust responsible for implementation and ongoing running of the service**

Answer: Duncan Gilbert, Head of Quality Assurance.

**Question 3a. Any other patient communications outsourced services you use (for example, posted letters, Hybrid mail, broadcasts (appointment cancellations / traffic warnings) or any other communication types)**

Answer: Hybrid Mail: Xerox.

**Question 3b. Name of supplier (if internal system please put Internal)**

Answer: Xerox

**Question 3c. Annual volumes sent**

Answer: Approximately 500,000

**Question 3d. Cost per unit**

Answer: The Trust has reviewed your question as a request for information under the Freedom of Information Act 2000 and is applying section 43 of the FOI Act. Section 43 exemption applies to commercial interests. As this is a qualified exemption, the public interest in withholding the information should outweigh the public interest in disclosure.

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**Question 3e. Any monthly service charges associated with the service**

Answer: £20k

**Question 3f. Contract review dates**

Answer: January 2020

**Question 3e. Name and position of the person within the trust responsible for implementation and ongoing running of the service**

Answer: Stevie Jay Cavanagh, Non-Clinical Procurement & Contract Officer.

**Question 4a. Staff broadcasts (vacant shifts, weather or traffic notifications)**

**Question 4b. Name of supplier (if internal system please put Internal)**

**Question 4c. Annual volumes sent**

**Question 4d. Cost per unit**

**Question 4e. Any monthly service charges associated with the service**

**Question 4f. Contract review dates**

**Question 4e. Name and position of the person within the trust responsible for implementation and ongoing running of the service**

Answer Q4 (a-e):

The Trust does not use staff broadcasts, therefore these questions are not applicable.