

Information Governance

Charter House
7 Alma Street
Luton
LU1 2PJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

16th December 2022

Our reference: FOI DA4371

I am responding to your request for information received **15th September 2022**. I am sorry for the delay in responding to your request. 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,



Shuchi Joshi
Senior Information Governance Coordinator – Information Rights

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

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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request:

Question 1: Do you use external suppliers for your letter, if so, which suppliers currently provide you with hybrid mail services?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4208.pdf>

Question 2: When are the current contracts due for renewal?

Answer: 30/04/2023

Question 3: What frameworks are the current contracts procured through?

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4208.pdf>

Question 4: Who are the contacts at the organisation is responsible for contracts and what are their contact details?

Answer: Dr Mohit Venkataram
Executive Director
mohit.venkataram@nhs.net

Question 5: Who is the lead procurement contact for hybrid mail services and what are their contact details?

Answer: Dr Mohit Venkataram
Executive Director
mohit.venkataram@nhs.net

Question 6: What is the value of each hybrid mail contracts you have, annually and total contract values?

Answer: The expenditure value for 2021/2022 for this contract was: £366,707.90. It is not possible to provide a total contract value as the cost is based on usage.

Question 7: What volume of letters and envelopes is your Organisation sending out on an annual basis via hybrid mail suppliers or franking internally?



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Answer: Approximately 600,000 letters are sent via hybrid per year. The Trust does not record how many letters are sent via franking internally.

Question 8: Do you have a patient portal available for patients to receive documents?

Answer: Yes

Question 9: Do you have AIS facilities for patients with additional needs?

Answer: The Trust has a contract with Photosymbols for easy-read formats. We also have a contract with Newham Language Shop who provide British Sign Language Interpreting, Braille, translations and language service to the Trust

Question 10: Do you have the ability to offer sms for patients who would benefit from this facility?

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4208.pdf>



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor