



**East London**  
NHS Foundation Trust  
**Information Governance**  
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**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)  
**Website:** <https://www.elft.nhs.uk>

18<sup>th</sup> March 2026

**Our reference: FOI DA6303**

We are responding to your request for information received 13<sup>th</sup> October 2025. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

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

Yours sincerely,

FOI Team

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**



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 Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1: How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025?**

Answer: 611,528

**Of those, how many and what percentage were:**

**a) Posted locally (i.e. franked and sent out by the post room):**

Answer: Letters posted via franking machine from October 2024 to September 2025 is 30,702. (5.02%)

**b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier):**

Answer: 580,826 (94.98%)

**c) Sent digitally (i.e. published and read by the recipient via the NHS app):**

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

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

**Question 2: Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?**

Answer: Locally sent: 17,748  
Hybrid mail: 153,011

**Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?**

Answer: Locally sent: 10,084  
Hybrid mail: 419,946

**If you use a hybrid mail service:**

**Question 3: As of September 2025, who is your hybrid mail provider?**

Answer: The Trust uses Xerox.

**Which frameworks do you use to tender for hybrid mail?**

Answer: Crown Commercial Service (CCS).

**What date was the agreement signed?**

Answer: 01 May 2023.



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**When does the contract expire?**

Answer: 30 April 2026.

**If you use a patient portal for some or all of your patient communications:**

**Question 4: As of September 2025, who is your patient portal or NHS app supplier:**

Answer: Patient Knows Best.

**What month and year did your patient portal or NHS app go live for online communications:**

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

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East London NHS Foundation Trust does not record the information requested as the portal was procured by the ICB. The Trust is therefore unable to provide a response.

Section 16(1) of the Freedom of Information Act 2000 states:  
*Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.*

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance. As such, the Trust can disclose the following information to assist you with your request.

Please contact [nelondonicb.foi@nhs.net](mailto:nelondonicb.foi@nhs.net) who should be able to process your request.

**As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app:**

Answer: 22,681 patients.

**What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): %**

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

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Please contact [nelondonicb.foi@nhs.net](mailto:nelondonicb.foi@nhs.net) who should be able to process your request.

**Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes / No**

Answer: No

**What were the total number of letters sent and read by patients via your patient portal or NHS app between 1<sup>st</sup> October 2024 - 30<sup>th</sup> September 2025 (i.e. read online):**

Answer: 25,624 letters sent to patient portal. 7,241 received notification of letter available online of which 1,401 letters read online

**Question 5: As of 2025, who manages digital transformation initiatives?**

**Name:**  
**Phone:**  
**Email Address:**

Answer: Simon Fewer, Associate Director for Innovation & Transformation.  
Tel: 0207655 4000  
Email: [simon.fewer@nhs.net](mailto:simon.fewer@nhs.net)

**Question 6: As of 2025, who is your print room manager / manager of mailing operations?**

**Name:**  
**Phone:**  
**Email Address:**

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:  
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(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not employ a print room manager / manager of mailing operations as requested and is therefore unable to provide a response.



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**Question 7: As of 2025, who manages procurement for print and post solutions?**

**Name:**

**Phone:**

**Email Address:**

**Answer:** Kevin Curnow, Chief Finance Officer

Tel: 0207655 4000

Email: [kevincurnow@nhs.net](mailto:kevincurnow@nhs.net)



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