

10/01/2022

Dear Requester,

## FOI 1049

Thank you for your Freedom of Information request which was received within the Trust.  
Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

### 1. Outbound Mail

Your request:	Luton & Dunstable Hospital	Bedford Hospital
1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?	Mainly outsourced	In- House
2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?	Section 12 (Time and cost)	Data not held
3. If the outbound mail/printing service is outsourced, who is the current contract with	Synertec	N/A
4. If outsourced, when is the current contract due for renewal?	The contract was put in place for 18 months with the option to extend a further 12 months. Maximum term up to 31/10/2022	N/A
5. What is your annual spend for patient appointment letters and correspondence?	L&D: Outsourced spend 20/21: £319k	Data not held
6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?	– Via Framework Agreement: LPP/2015/023	N/A
7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.	The Assistant Director of Estates and Facilities	Site Services & Security Manager

## 2. Inbound Mail

Your request:	Luton & Dunstable Hospital	Bedford Hospital
8. Does the Trust have a centralised mailroom for all incoming post/mail?	Yes for post not going via Synertec	Yes
9. If so, is this managed by Trust employees?	Yes	Yes
10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?	N/A	N/A
11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?	Royal Mail would have to advise. Franked L&D mail data is available (Section 12 – Time and Cost).	Values of incoming mail not recorded by Trust
12. When is the contract up for renewal?	N/A	N/A
13. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?	N/A	N/A
14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation	N/A	N/A

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust