

07/06/2022

Dear Requester,

**FOI 1289**

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.	<b>How many patients in total is your trust responsible for?</b> 700,000
2.	<b>What is the total number of letters you post a year?</b> Approx. 1,638,864
3.	<b>Which Postal carrier(s) do you use?</b> Royal Mail - Yes Whistl - No UKMail - No
4.	What percentage of your patient letters are sent? <b>1<sup>st</sup> Class?</b> Approx. 30% at LDH and Approx. 23% at BH What percentage of your patient letters are sent 2 <sup>nd</sup> Class (or equivalent)? <b>Approx. 70% at LDH and Approx. 77% at BH</b>
5.	<b>Do you still use franking machines?</b> Yes <b>If Yes, Who is the manufacturer of your franking machines</b> Pitney Bowes – at LDH Quadient – at BH
6.	<b>Do you use Hybrid mail to send patient letters?</b> Yes, only at LDH If Yes, What percentage of your total postal volumes (question 1) are sent via hybrid mail? <b>Data not recorded in a readable format</b> What is the name of your hybrid mail supplier? <b>Synertec</b> What framework did you use to procure hybrid mail? <b>Tender Exercise</b> When was the contract signed? <b>2019</b> What is the duration (Term) of the contract? <b>18 months + 1 year extension</b>

7.	<p><b>Do you currently use a Patient portal or App for some or all of your patient communications?</b> No</p> <p>If Yes, Who is the supplier of your web portal or App technology? N/A</p> <p>When did you first implement your patient portal or App technology (Year/Month)? N/A</p> <p>How many patients have registered to use your patient portal or App? N/A</p> <p>How many letters a year are currently being sent via your web portal or App? N/A</p>
8.	<p><b>Do you currently use Email to communicate with your patients?</b> No</p> <p>If yes, Who supplies your email service? N/A</p> <p>How many emails do you send to patients a year? N/A</p> <p>What is the cost of each email communication? N/A</p>
9.	<p><b>Do you currently use SMS to communicate with your Patients?</b> Yes, only at LDH</p> <p>If yes, Who supplies your email service? Healthcare Communications</p> <p>How many emails do you send to patients a year? We do not send emails to patients currently.</p> <p>What is the cost of each email communication? Section 43 (Commercially Sensitive)</p>

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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