

Ref no: 025160518
From: Commercial
Date: 16/05/18
Subject: Trust Mail and Mail Services

REQUEST

- . How much 1st class mail (DL & C5 envelopes up to 100gsm) does the Trust send annually?
 - a. What is the mail cost per mail piece?
 - b. What is the annual cost for this service?
2. How much 2nd class mail (DL & C5 envelopes up to 100gsm) does the Trust send annually?
 - a. What is the mail cost per mail piece?
 - b. What is the annual cost for this service?
3. Does the Trust manage its own incoming mail or is this service outsourced?
4. If outsourced, who is the current provider, when did the contract start and what is the contract term?
5. Does the Trust have any hybrid mail services for sending letters or other correspondence?
6. If yes, who is the hybrid mail provider, when did this contract start and what was the contract term?
7. If yes, what volume of mail is sent out by the hybrid mail provider?
8. What is the total volume of outgoing mail sent by the Trust?
9. What is the Trust's percentage of DNA's (Do not attend)?
10. Can you please provide the contact details including email address, of the person responsible for mail services within the Trust?

RESPONSE

1. The Trust sends approximately 600,000 pieces of 1st class mail (DL & C5 envelopes up to 100gsm) annually.
 - a. The cost per mail piece is:-
 - Standard letter = 56p
 - Business Mail = circa 47.9p with Volume related discounts.
 - b. n/a.

2. The Trust sends circa 450,000 pieces of 2nd class mail (DL & C5 envelopes up to 100gsm) annually.
 - a. The cost per mail piece is:-
 - Standard letter = 38p
 - Business Mail = 31.2p or 30.6p with volume related discount
 - b. n/a
3. The Trust outsources its incoming mail services.
4. The Trusts Facilities Management Services are provided through a Private Finance Initiative with NewHospitals. The PFI contract term is for a period of 35 years which runs to August 2047. The company currently providing Soft FM service lines is Medirest (part of the Compass Group) and the contract expires in 2028.
5. The Trust does not have any hybrid mail services for sending letters or other correspondence.
6. N/A
7. N/A
8. The total volume of outgoing mail is circa 1.12m pieces.
9. DNA's vary across specialties but average at circa 9%.
10. The person responsible for the mail service at the Trust is:-
Brian Kennedy, Portering and Transport Manager -
brian.kennedy@sthk.nhs.uk