



**St Helens and Knowsley
Teaching Hospitals**

NHS Trust

Ref. No: 013050422
From: Public
Date: 05/04/22
Subject: Post room

REQUEST & RESPONSE

1.	<p>How many patients in total is your trust responsible for</p> <p>The Trust has an excellent track record of providing high standards of care to a population of approximately 360,000 people, principally from St Helens, Knowsley, Halton, and Liverpool, but also from other neighbouring areas such as Warrington, Ormskirk and Wigan. In addition, the Mersey Regional Burns and Plastic Surgery Unit provides treatment for patients across Merseyside, Cheshire, North Wales, the Isle of Man and other parts of the North West, serving a population of over 4 million.</p>
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1	<p>What is the total number of letters you post a year 1389,964</p>
2.	<p>Which Postal carrier(s) do you use ? Royal Mail Yes Whistl No UKMail No Other (please specify) _____</p>
3.	<p>What percentage of your patient letters are sent 1st Class 99%</p> <p>What percentage of your patient letters are sent 2nd Class (or equivalent) 1%</p>
4.	<p>Do you still use franking machines Yes</p> <p>If Yes, Who is the manufacturer of your franking machines</p> <p>Pitney Bowes Yes Quadient No Other (please specify) _____</p>
5	<p>Do you use Hybrid mail to send patient letters – No If Yes,</p>

	<p>What percentage of your total postal volumes (question 1) are sent via hybrid mail ?</p> <p>what is the name of your hybrid mail supplier _____</p> <p>What framework did you use to procure hybrid mail</p> <p>When was the contract signed</p> <p>What is the duration (Term) of the contract</p>
6	<p>Do you currently use a Patient portal or App for some or all of your patient communications?</p> <p>If Yes, Who is the supplier of your web portal or App technology</p> <p>Web portal University Southampton</p> <p>_____</p> <p>When did you first implement your patient portal or App technology (Year/Month)</p> <p>___7 years ago_____</p> <p>How may patients have registered to use your patient portal or App</p> <p>3000</p> <p>_____</p> <p>How many letters a year are currently being sent via your web portal or App</p> <p>_Not Known _____</p>
7	<p>Do you currently use Email to communicate with your patients – No</p> <p>If yes, Who supplies your email service _____</p> <p>How many emails do you send to patients a year _____</p>

	What is the cost of each email communication _____
8	<p>Do you currently use SMS to communicate with your Patients – Reminder Service</p> <p>If yes, Who supplies your email service ___ It is not an email service</p> <p>_____</p> <p>How many emails do you send to patients a year _____</p> <p>What is the cost of each email communication _____</p>
9.	<p>Who has responsibility for digital transformation in your organisation</p> <p>Name Christine Walter (Director of Informatics)_____</p> <p>Email Address ___christine.walters@sthk.nhs.uk_____</p>
10.	<p>Who is responsible for your post room (i.e. who is your post room manager)</p> <p>Name ___Brian Kennedy_____</p> <p>Email Address _____brian.kennedy@compass-group.uk_____</p>
11.	<p>Who is the Director of IT in your organisation</p> <p>Name ___Christine Walter (Director of Informatics)_____</p> <p>Email Address ___christine.walters@sthk.nhs.uk_____</p>
12.	<p>Who is the procurement manager responsible for print and post solutions in your organisation</p> <p>Name _____Chris McNamara_____</p> <p>Email Address _____chris.mcnamara@sthk.nhs.uk_____</p>