

FOI REF: 21/643

Eastbourne District General Hospital

Kings Drive  
Eastbourne  
East Sussex  
BN21 2UD

19<sup>th</sup> January 2022

Tel: 0300 131 4500

Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

### Outbound Mail

- 1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?**

Letters are sent through both methods.

- 2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?**

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice commercial interests of third parties. This is because release of the information could be detrimental to their competitive position in the market.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

- 3. If the outbound mail/printing service is outsourced, who is the current contract with?**

Synertec.

- 4. If outsourced, when is the current contract due for renewal?**

31<sup>st</sup> December 2022.

Cont.../

5. **What is your annual spend for patient appointment letters and correspondence?**

For the last financial year total spend by East Sussex Healthcare NHS Trust on postage for all outgoing post was £360,000. This does not include postage for externally produced appointment letters.

The annual spend with Synertec is £520,468.70 Inc VAT.

6. **Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**

RM1063 – Postal Good's & Services.

7. **Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.**

Jo Byers  
General Manager Outpatients.

#### **Inbound Mail**

8. **Does the Trust have a centralised mailroom for all incoming post/mail?**

Yes, one at the Conquest Hospital and one at Eastbourne District General Hospital.

9. **If so, is this managed by Trust employees?**

Yes.

10. **If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?**

Not Applicable.

11. **What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?**

We do not keep counts of incoming mail.

12. **When is the contract up for renewal?**

Not Applicable.

13. **Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**

Not Applicable.

**14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.**

John Kirk  
Facilities Manager.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)