

FOI REF: 22/437

26th August 2022

Tel: 0300 131 4500
Website: 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:

1. Please provide your financial expenditure over the past 3 completed financial years to manage / administer and distribute your library of patient information leaflets and web pages. This should include:

- **internal staffing costs to employ those tasked with managing your patient information assets.**

[Not applicable.](#)

- **costs to post physical patient information leaflets to your patients and / or their carers.**

[Patient leaflets are available on our website and are printed and given to patients directly during appointments / consultations.](#)

- **monies paid to external designers to create printable patient information leaflets.**

[Patient leaflets are designed in house by the communications team.](#)

- **monies paid for off site (professional printed) patient leaflet.**

[£641.20.](#)

- **monies spent on in-house patient leaflet printing costs.**

[Leaflets are designed to be printed on standard Trust printers.](#)

Cont.../

- **software licenses for software purchased specifically for the creation / management of patient information leaflets / web information. For example Adobe Premier or Microsoft Publisher.**

No software is specifically purchased to create or publish patient leaflets.

- **cost to support the publishing of patient information on your organisation's website.**
- This is carried out as part of the wider remit of the Communications Team.
- **license and support costs and contract duration for any patient leaflet / information repositories you have purchased or leased.**

Not Applicable.

2. Please also include the following:

- **Name of the content management system used for your main public-facing website.**

Wordpress.

- **Duration of the current contract with the provider of your main public-facing website.**

1 year.

- **Annual support and maintenance contract costs for your main public-facing website.**

Whilst the Trust holds the information requested in respect of the annual support and maintenance contract costs, it is applying a Section 43(2) exemption in relation to this part of the request as the Trust is in a pre-procurement process for the services mentioned and disclosure at this stage may prejudice its commercial interests.

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.

We have concluded that revealing current spend could be detrimental and would cause harm to the Trust as this could prevent the Trust from gaining best value for money in any re-tendering exercise.

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

- **Internal staffing costs for the management of your main public-facing website. If managing your main public-facing website is only part of the staff member's role, please declare the percentage of their time dedicated to managing your main public-facing website and the banding of the person who is the website administrator / manager.**

This is carried out as part of the wider remit of the Communications Team - time spent managing the website across the team differs from week to week depending on needs of the Trust.

- **Any additional costs incurred by your organisations annually for the running / editing or technical support of your public-facing website provided by any third-party companies.**

Not Applicable.

Please provide the information in the form of Microsoft Office documents and / or spreadsheets. Please break down your costs as per the above-bulleted section.

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, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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