

FOI REF: 25/069

19th February 2025

Eastbourne District General Hospital

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Eastbourne
East Sussex
BN21 2UD

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:

I would like you to send me the amount of money that your trust has spent on postage when communicating with or about patients in each of these financial years - 2021-22, 2022-23 and 2023-24.

- **For clarity communicating with patients would include (but not be limited to) notification of appointments, reminders, results of tests and so forth. Essentially any letters sent to them from the hospital or hospital trust.**
- **Communicating about patients would include (but not be limited to) letters to GPs about test results, treatments etc as well as referral letters to other treatment providers.**
- **I am happy to receive this information in any electronic format - preferably as a spreadsheet. I would like you to split out the data for each year and further split it into letters to patients and letters about patients if that is possible.**

We do not hold this information as requested as we are not able to provide information about specific letter types franked via our Post Room as the letters arrive sealed. We also use Synertec for some of our letter processing.

Total items processed and total cost for each financial year provided below:

Year	PROCESSED BY ESHT DIRECTLY		PROCESSED BY SYNERTEC	
	Transactions	Total Cost of Postage - £	Transactions	Total Cost of Postage - £
2021/22	543,876	376,669.60	837,301	363,268.07
2022/23	392,144	285,449.89	804,401	408,090.14
2023/24	432,068	420,239.73	444,991	287,676.70

Cont.../

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

Freedom of Information Department
esh-tr.foi@nhs.net