

## Post, Patient Communications

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Reference Number: RDF1758-23

Date of Response: 04/09/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

1. *How many inpatients, outpatient (total number of people who were within your care and were discharged within the year) and waiting list patients in total is your trust currently responsible for?*

Answer: Please see table below:

	Total	Assumptions
Inpatient's in 2022	244,715	These exclude community activity and Covid swabbing; patients may be counted more than once.
Outpatient attendances in 2022	829,449	
Open pathways for Inpatients	17,752	This is as per our Open Pathways data as at 16/8/23; patients may be counted more than once.
Open pathways for Outpatients	122,387	

2. *What is the total number of letters you posted from January 2022 – December 2022?*

Answer: 1,185,133.

3. *Which Postal carrier(s) do you use?*

- Royal Mail - Yes
- Whistl - No
- UKMail - No
- Other (please specify)

Answer: Royal Mail.

4. *What percentage of your patient letters are sent 1st Class?*

Answer: Royal Devon's Eastern Services: 6%; Royal Devon's Northern Services: 40%.

5. *What percentage of your patient letters are sent 2nd Class (or equivalent)?*

Answer: Royal Devon's Eastern Services: 94%; Royal Devon's Northern Services: 60%.

6. *Do you still use franking machines?*

Answer: Yes.

- a. *If Yes, Who is the manufacturer of your franking machines*
- *Pitney Bowes – Yes.*
  - *Quadiant - No.*
  - *Other (please specify)*

7. *Do you use Hybrid mail to send patient letters?*

Answer: No.

- a. *If Yes, What percentage of your total postal volumes (question 2) are sent via hybrid mail ?*
- b. *What is the name of your hybrid mail supplier*
- c. *What framework did you use to procure hybrid mail?*
- d. *When was the contract signed?*
- e. *What is the duration (Term) of the contract?*

Answer: Not applicable.

8. *Do you currently use a Patient portal or App for some or all of your patient communications?*

Answer: Yes.

- a. *If Yes, Who is the supplier of your web portal or App technology*

Answer: Epic for MyChart and Synertec for PAYM.

- b. *When did you first implement your patient portal or App technology (Year/Month)*

Answer: October 2020 for MyChart. Prior to 2016 for PAYM.

- c. *How many patients have registered to use your patient portal or App*

Answer: Approximately 80,000.

- d. *How many letters a year are currently being sent via your web portal or App*

Answer: None, the decision during implementation was to auto send via post until more patients were on the portal. Starting Autumn/Winter 2023, all communication will be via the portal as standard, with alternative back-ups.

9. *Do you currently use Email to communicate with your patients?*

Answer: Yes. The Trust does not capture this in any Digital process.

- a. *If yes, Who supplies your email service*

Answer: NHS.

- b. *How many emails do you send to patients a year*

Answer: Not applicable.

- c. *What is the cost of each email communication*

Answer: The Trust is not charged for the email service.

*10. Do you currently use SMS to communicate with your Patients.*

Answer: Yes.

*a. If yes, Who supplies your SMS service*

Answer: EE.

*b. How many SMS do you send to patients a year.*

Answer: Approximately 4,200k.

*c. What is the cost of each SMS communication*

Answer: £0.0185

*11. Who has responsibility for digital transformation in your organisation*

• *Name, Email Address*

Answer: The Trust only releases the names of Heads of Departments under Section 40 (2) of the Freedom of Information Act 2000 Personal Information, where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018.

Phil Milverton – Interim Chief Information Officer is responsible for Digital Transformation. He is contactable via our main hospitals 01392 411611 (Eastern services) and 01271 322577 (Northern services) or via the Trust 'Contact Us' link on [royaldevon.nhs.uk](http://royaldevon.nhs.uk)

Where contact details are given for Trust staff in this response, notice is hereby given, under Section 11 of the Data Protection Act 2018, on behalf of the individual or individuals that this personal information may not be used for the purposes of direct marketing.

*12. Who is responsible for your post room (i.e. who is your post room manager)*

• *Name, Email Address*

Answer: Paul Honey - The Deputy Director of Estates and Facilities is responsible for the post room. He is contactable via our main hospitals 01392 411611 (Eastern services) and 01271 322577 (Northern services) or via the Trust 'Contact Us' link on [royaldevon.nhs.uk](http://royaldevon.nhs.uk)

*13. Who is the Director of IT in your organisation*

• *Name, Email Address*

Answer: Please see response to question 11.

*14. Who is the procurement manager responsible for print and post solutions in your organisation*

• *Name, Email Address*

Answer: Please see response to question 12.