

Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

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.

We don't have the split for letters to patients and letters about patients but below is the spend on postage for the financial years requested.

Financial year	Spend £
2021-22	£ 871,864.00
2022-23	£ 1,003,551.00
2023-24	£ 1,017,809.00

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.

In the event that your systems do not allow this granularity of data, I will be happy to simply receive the total postage spend by the trust in each of the above years.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Our Ref: 146

FEB 2025

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>