

**Request for information under the Freedom of Information Act – 2022.149
Released – 20 September 2022**

Thank you for your email received 2 September 2022 requesting information regarding postal services.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

1.	<p>How many inpatients, outpatient and waiting list patients in total is your trust currently responsible for?</p> <p>We are unable to provide an overall total for this part of your request as data is recorded differently across different services. However, we can confirm that there are currently 167,090 patients with a referral open on our electronic patient record system.</p>
2.	<p>How many letters are received by the trust on an annual basis?</p> <p>Not known – this is not information that we record and we are unable to calculate this due to size of organisation</p>
3.	<p>Does your print and post room currently scan and distribute inbound communications (i.e., physical letters received by the trust)?</p> <p>No</p>
4.	<p>What make of Scanner do you use?</p> <p>Kodak No Fujitsu No MFD – Copier Yes Other (please specify)</p>
5.	<p>Do you have scanning software or extraction software linked to your scanner to help identify and categorise your inbound communications? No</p> <p>If yes, who supplies your service N/A How many images do you validate? N/A What is the cost of each image communication N/A</p>
6.	<p>Do you currently use an outsourced scanning service? No</p> <p>If yes, who supplies you with your scanning service? N/A How many images do you send to the supplier a year? N/A What is the cost of each image / page communication? N/A</p>
7.	<p>What volume of your current inbound post is scanned and sent digitally throughout your organisation?</p> <p>Total number scanned letters: None</p>

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

8.	<p>Who has responsibility for digital transformation in your organisation?</p> <p>Name Gordon Flack, Director of Finance and Deputy Chief Executive Officer</p> <p>Email Address gordon.flack@nhs.net</p>
9.	<p>Who is responsible for your post room (i.e., who is your post room manager)?</p> <p>Exempt under section 40, Personal Information, please see below for full details of the exemption.</p>
10.	<p>Who is the Director of IT in your organisation?</p> <p>Name Gordon Flack, Director of Finance and Deputy Chief Executive Officer</p> <p>Email Address gordon.flack@nhs.net</p>
11.	<p>Who is the procurement manager responsible for print and post solutions in your organisation?</p> <p>Name Gerrard Sammon, Director of Strategy and Partnerships</p> <p>Email Address gordon.flack@nhs.net</p>

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

Section 40 – Personal information

(2) Any information to which a request for information relates is also exempt information if—

- (a) it constitutes personal data which does not fall within subsection (1), and*
- (b) either the first, second or third condition below is satisfied.*

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

- (a) would contravene any of the data protection principles, or*
- (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.*

We can advise that the Director with overall responsibility for Telecoms is Gordon Flack – Director of Finance and Deputy Chief Executive Officer, Gordon.Flack@nhs.net