Freedom of Information (Scotland) Act 2002

DATE RECEIVED	05/05/2022	SUBJECT	Methods of Communication with Patients		
PASSED TO	Nursing Admin Medical Records IT Finance	DATE PASSED	05/05/2022	RESPOND BY	26/5/2022
CATEGORY	Business		FoI NUMBER	2022-159	

Question/s to be Answered

1.	**How many patients in total is your trust responsible for –** c. 23,000
1	**What is the total number of letters you post a year**
2.	**Which Postal carrier(s) do you use ?** Royal Mail Yes Whistl No UKMail No Other (please specify) _____
3.	What percentage of your patient letters are sent 1st Class 9% What percentage of your patient letters are sent 2nd Class (or equivalent) 91%
4.	**Do you still use franking machines** Yes **If Yes, Who is the manufacturer of your franking machines** Pitney Bowes Yes Quadient No Other (please specify) _____
5	**Do you use Hybrid mail to send patient letters** No If Yes, What percentage of your total postal volumes (question 1) are sent via hybrid mail ? what is the name of your hybrid mail supplier _____ What framework did you use to procure hybrid mail When was the contract signed What is the duration (Term) of the contract
6	**Do you currently use a Patient portal or App for some or all of your patient communications?** No If Yes, Who is the supplier of your web portal or App technology _____ When did you first implement your patient portal or App technology (Year/Month) _____ How may patients have registered to use your patient portal or App _____

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	How many letters a year are currently being sent via your web portal or App _____
7	**Do you currently use Email to communicate with your patients** No If yes, Who supplies your email service _____ How many emails do you send to patients a year _____ What is the cost of each email communication _____
8	**Do you currently use SMS to communicate with your Patients** No If yes, Who supplies your email service _____ How many emails do you send to patients a year _____ What is the cost of each email communication _____
9.	Who has responsibility for digital transformation in your organisation Name _____ craig.chapman@nhs.scot Email Address ___ craig.chapman@nhs.scot
10.	Who is responsible for your post room (i.e. who is your post room manager Name _____ Ryan Sandison Email Address __ Ryan Sandison@nhs.scot
11.	Who is the Director of IT in your organisation Name _____ craig.chapman@nhs.scot Email Address __ craig.chapman@nhs.scot
12.	Who is the procurement manager responsible for print and post solutions in your organisation Name Karl Williamson Email Address karl.willliamson@nhs.scot