



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 10<sup>th</sup> January 2022

**Re: Freedom of Information Request 365-2021**

Thank you for your email dated the 8<sup>th</sup> December 2021, requesting information in relation to Mailing.

The information that you require is as follows:

**Outbound Mail**

- 1. Does the Trust currently print patient appointment letters and correspondence in house or is this outsourced to a supplier?**  
The Clatterbridge Cancer Centre appointment letters are printed in house. Our Clinical Correspondence is outsourced.
- 2. What volume of pages are printed by the trust each year (an average for a rolling 12 month period is fine)?**  
51,1000 – clinical correspondence and appointment letters
- 3. If the outbound mail/printing service is outsourced, who is the current contract with?**  
Synertec
- 4. If outsourced, when is the current contract due for renewal?**  
The Synertec contract was set up initially for 6-months in 2018, The contract is now an “evergreen agreement” and rolls over until one party ends the contract.
- 5. What is your annual spend for patient appointment letters and correspondence?**  
£315,150 for clinical correspondence and appointment letters
- 6. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?**  
The initial contract went out to Tender

7. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.  
**Lynne Benson - General Manager for Admin Services**

#### **Inbound Mail**

8. Does the Trust have a centralised mailroom for all incoming post/mail?  
**Yes, post delivered to Wirral University Teaching Hospital then sent to The Clatterbridge Cancer Centre - Wirral.**
9. If so, is this managed by Trust employees?  
**Yes, the post sorted and allocated by Patient Services Clerks**
10. If not, who manages the incoming post/mail on behalf of the Trust and what is the annual cost of the contract?  
**N/A**
11. What are the daily/weekly/monthly/annual volumes of incoming mail managed/received by the Trust?  
**Currently not measured**
12. When is the contract up for renewal?  
**Currently not contracted – The Clatterbridge Cancer Centre has an ongoing Service Level Agreement**
13. Was the existing contract procured via a framework? If so, what framework was used for the procurement of the contract?  
**N/A**
14. Please confirm the name or job role of the employee that is responsible for this contract within for your organisation.  
**Lynne Benson - General Manager for Admin Services**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY.

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind regards

Margaret Moore  
Information Governance Administrator  
Contact Email: [ccf-tr.foi@nhs.net](mailto:ccf-tr.foi@nhs.net)