



Our Reference:  
Your Reference:

29 June 2022

Insert Address

Tel: 01795 514525

Email: [kmpt.ig@nhs.net](mailto:kmpt.ig@nhs.net)  
Website: [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

Dear Sirs

### Request for Information

I write further to your request FOI ID 31847 under the Freedom of Information Act 2000 regarding:-

Patient communications

Your request is set out below:

1. How many patients is your trust responsible for?  
**As of 12/05/2022 the trust has open care spells for 21524 patients**
2. What is the total number of letters you post a year#  
**Individual teams are responsible for posting their own letters, this is not done from a central location.**
3. Which postal carrier(s) do you use?
  - a. **Royal Mail**
4. What percentage of your patient letters are sent 1<sup>st</sup> Class  
**Individual teams are responsible for posting their own letters, this is not done from a central location**
5. What percentage of your patient letters are sent 2<sup>nd</sup> class  
**Individual teams are responsible for posting their own letters, this is not done from a central location**
6. Do you still use franking machines?  
**Yes – SMART Franking Machines**
7. Do you use hybrid ail to send patient letters?  
**No**
8. Do you currently use a patient portal or app for some or all of your patient communications?  
**No**
9. Do you currently use Email to communicate with your patients?  
**Yes**

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

a. Who supplies your email service?

**NHS Mail**

b. What is the cost of each email communication?

**N/A**

10. Do you currently use SMS to communicate with your patients?

**Yes**

a. Who supplies your SMS messages?

**Process Flows**

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

**In the last three years, an average of 4633 messages were sent each year**

11. Who is responsible for digital transformation in your organisation?

**Rachel Farrow – Gent**

12. Who is responsible for your post room?

13. Who is the director of IT?

**Michele Curtis is the Interim Director of IT**

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

**At Present KMPT do not have a specific individual responsible but the procurement team can be contacted on [kmpt.procurement@nhs.net](mailto:kmpt.procurement@nhs.net)**

I confirm that the information above/attached completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of  
The Information Governance Department