

Ref. No: FOI2108  
Date: 13/10/2025  
Subject: Mail Service

## REQUEST

1. How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025?  
Of those, how many and what percentage were:
  - a) Posted locally (i.e. franked and sent out by the post room):
  - b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier):
  - c) Sent digitally (i.e. published and read by the recipient via the NHS app):
2. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?
3. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?
4. If you use a hybrid mail service:
  - a) As of September 2025, who is your hybrid mail provider?
  - b) Which frameworks do you use to tender for hybrid mail?
  - c) What date was the agreement signed?
  - d) When does the contract expire?
5. If you use a patient portal for some or all of your patient communications:
  - a) As of September 2025, who is your patient portal or NHS app supplier?
  - b) What month and year did your patient portal or NHS app go live for online communications: Month / Year
  - c) As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app?
  - d) What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): %
  - e) Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes / No
  - f) What were the total number of letters sent and read by

patients via your patient portal or NHS app between 1st October 2024 - 30th September 2025 (i.e. read online)?

6. As of 2025, who manages digital transformation initiatives?
  - a) Name:
  - b) Phone:
  - c) Email Address:
7. As of 2025, who is your print room manager / manager of mailing operations?
  - a) Name:
  - b) Phone:
  - c) Email Address:
8. As of 2025, who manages procurement for print and post solutions?
  - a) Name:
  - b) Phone:
  - c) Email Address:

## RESPONSE

1.

MWL

There were 1,427,883 items of franked mail and 162,564 of mail via Whistle

2.

MWL:

149,289 items were sent 1<sup>st</sup> class via franked mail and 31,614 items sent via first sort with Whistle.

3.

MWL

33,615 second class via franked mail 130,564 via whistle

4.

a) see note 1

b) see note 1

c) see note 1

d) see note 1

5.

a) Netcall Patient Hub

b) Went Live for Wait List Validation December 2023

Went live for appointments, letters and notifications September 2024

c) As of 1/10/25

-77,226 total patient system accesses

d) Digital letter integration is managed between Netcall and Synertec. NHS App integration is managed between Netcall and NHS App via the 'Aggregator'. All letters within the scope of the portal are made available digitally then printed if not opened within 3 days, either from the portal or NHS App. Our current average (Setp25) is that 35% of letters made available digitally are opened in enough time to prevent print & post, with 60% being accessed overall digitally.

e) Yes

f) Due to a limitation in reporting, data not available for some of that period. From Jan 25 – Sept 25 (inclusive)

-95,706 Letters made available to the portal

-83,587 letters notified to patients (e.g. after opt outs or exclusions applied)

-53,883 letters accessed by patients

We can't distinguish between letters read through the portal or nhs app, due to the nature of integration they work in parallel.

6. Please contact switchboard

Whiston 0151 426 1600

Southport 91704 547471

7 Please contact switchboard

Whiston 0151 426 1600

Southport 91704 547471

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a) Procurement Department

b) Contact details available on our website

<https://sthk.merseywestlancs.nhs.uk/our-services?service=36>

c) Contact details available on our website

<https://sthk.merseywestlancs.nhs.uk/our-services?service=36>

## **Note 1**

### *Information which is publicly available*

The Trust publishes contract information in accordance with applicable procurement legislation. This includes, but is not limited to, Public Contracts Regulations 2015; Procurement Act 2023 and Health Care Services (Provider Selection Regime) Regulations 2023. Contract information published in accordance with requirements of legislation includes contract details, supplier name, value, term, procurement route etc.

Publication locations include Official Journal of the European Union (<https://ted.europa.eu/en/>) for some older notices and Contracts Finder (<https://www.gov.uk/contracts-finder>) Find a Tender Service (<https://www.find-tender.service.gov.uk/Search>). Procurement pipeline information will be published in accordance with legislation.

Additionally, the Trust goes beyond the legal requirements and publishes extracts of its contracts register, periodically, on its public website. (<https://sthk.merseywestlancs.nhs.uk/our-services?service=36>)

Publication information includes, but is not limited to, contract descriptions, start and end dates, extension options, supplier details and contract values.

Therefore, the majority of detail in your request is currently publicly available. This means that section 21 of Freedom of Information Act applies.

*Information which will be made publicly available*

Alternatively, information will be made publicly available as more contracts are advertised and awarded on Find a Tender Service and our contracts register on the website is updated. Therefore, section 22 of the Freedom of Information Act applies