

Date: 27 March 2020

**Re: Freedom of Information Request**  
**Ref: 68- 2020**

Thank you for your email received by us on the 4th March 2020, requesting information relating to post.

The information that you require is as follows:

**1. Which postal supplier do you use to pick up your physical post?**

Royal Mail (Yes/No)

Whistl (Yes/No)

UKMail (Yes/No)

**Other (Please specify) - Our post is collected and delivered by Wirral University Teaching Hospital via a Service Level Agreement (SLA)**

**2. Do you use franking machines or PPI envelopes in your post room? If**

**yes:**

**No we do not use franking machines or PPI envelopes in our post room.**

**Who is the manufacturer of your franking machines? N/A**

**3. Do you use a hybrid mail solution for some or all of your outbound post requirements? If yes:**

**Yes we do use a hybrid mail solution.**

**What procurement framework was used? CCS**

**When was the contract awarded? February 2018**

**Who is the supplier? Synertec**

**How long is the contract for? Monthly rolling contract**

**What percentage of your total outbound post is currently submitted via your hybrid mail supplier? **Approximately 75%****

**4. Who is responsible for digital transformation in your organisation?**

**Greg O'Mara - Head of Digital Programmes**

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>**