



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 11 January 2022



Re: Freedom of Information Request
Ref: 373-2021

Thank you for your email dated the 13/12/21, requesting information in relation to print and postal services.

The information that you require is as follows:

Printing of any Trust approved appointments document etc and or any other type or Trust information sent to the public.

We send out appointment letters & Clinical Correspondence to patients

Postal services. Can you please provide the name of the supplier, suppliers you have contracted to print and post any trust letter sent daily, weekly, or annually?

We Currently use Synertec as our external mail company who send out correspondence daily.

Any contracts you have with any supplier of print and or postal services for the trust and when they are contracted to.

Synertec for posting Clinical Correspondence – 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.

Do you have any digital, emailing, SMS or any such like contracts you have, who with and when they are due to expire? Currently use “ENVOY” to send out text messages. The contract with Healthcare Communications who is the provider for the system Envoy Messenger expires on August 8th, 2022.

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