



**Kent and Medway**

**NHS and Social Care Partnership Trust**

**Information Governance & Records Management Department**

St Michaels House

St Michaels Road

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Kent

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Sent via email

Email: [kmpt.inforaccess@nhs.net](mailto:kmpt.inforaccess@nhs.net)

Website: [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

Dear [REDACTED],

### **Request for Information**

I write further to your request FOI ID 33362 under the Freedom of Information Act 2000 regarding:-

Postal communications

Your request is set out below:

1. How many inpatients, outpatient and waiting list patients in total is your trust currently responsible for?

**As of 22/08/2022 the below figures are correct:**

**Inpatients – 423**

**Outpatients – 16520**

**Waiting List – 5597**

2. What is the total number of letters you posted from January 2021 – December 2021?

**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?

**Royal Mail**

4. What percentage of your patient letters are sent 1st 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 2nd Class (or equivalent)

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati

Chief Executive – Helen Greatorex

**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 mail 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**

If yes, Who supplies your email service

**NHS Mail**

How many emails do you send to patients a year

**This is a central contract and therefore this is not a statistic KMPT can provide**

What is the cost of each email communication

**This is an NHs Digital contract and therefore the cost is not visible to the Trust.**

10. Do you currently use SMS to communicate with your Patients

**Yes**

If yes, Who supplies your SMS service

**Process Flows**

How many SMS do you send to patients a year

**We sent 9049 patient related messages in the last year.**

What is the cost of each SMS communication

**Our annual contract includes unlimited messages therefore we do not pay per message and this question cannot be answered.**

11. Who has responsibility for digital transformation in your organisation

Name - **Michele Curtis**

Email Address - [Michele.Curtis@nhs.net](mailto:Michele.Curtis@nhs.net)

12. Who is responsible for your post room (i.e. who is your post room manager)

Name – **Facilities Managers for the main sites, there is no central contact.**

13. Who is the Director of IT in your organisation

Name - **Michele Curtis**

Email Address - [Michele.Curtis@nhs.net](mailto:Michele.Curtis@nhs.net)

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 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