

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 22nd January 2025 FOI Ref No 27529

Requested Information:

I would like you to send me the amount of money that your trust has spent on postage when communicating with or about patients in each of these financial years - 2021-22, 2022-23 and 2023-24.

For clarity communicating with patients would include (but not be limited to) notification of appointments, reminders, results of tests and so forth. Essentially any letters sent to them from the hospital or hospital trust.

Communicating about patients would include (but not be limited to) letters to GPs about test results, treatments etc as well as referral letters to other treatment providers.

I am happy to receive this information in any electronic format - preferably as a spreadsheet. I would like you to split out the data for each year, and further split it into letters to patients and letters about patients if that is possible.

Response:

Costs for franked post via Facilities was:

| Row Labels | Sum of Amount |
|--------------------|---------------------|
| 2021-22 | 631,190.63 |
| 2022-23 | 602,649.83 |
| 2023-24 | 657,315.74 |
| Grand Total | 1,891,156.20 |

This is just the franked post and **does not include** the patient letters sent out by Synertec.

Synertec charges for post going to patients

21-22: £260,934.36
 22-23: £331,340.11
 23-24: £403,819.38

Attachment(s):

No Attachment

Date Response sent: 3rd March 2025