

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 13 October 2025

FOI Ref 30644

Requested Information:

I am writing to request information under the Freedom of Information Act 2000 and would be grateful if you could answer the following. It is likely that your Post Room will be able to help with most of these questions.

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? Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?
3.	If you use a hybrid mail service: As of September 2025, who is your hybrid mail provider? Which frameworks do you use to tender for hybrid mail? What date was the agreement signed? When does the contract expire?
4	If you use a patient portal for some or all of your patient communications: As of September 2025, who is your patient portal or NHS app supplier: What month and year did your patient portal or NHS app go live for online communications:

	<i>Month / Year</i> As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app: 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): % Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes / No 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):
5.	As of 2025, who manages digital transformation initiatives? Name: Phone: Email Address:
6.	As of 2025, who is your print room manager / manager of mailing operations? Name: Phone: Email Address:
7.	As of 2025, who manages procurement for print and post solutions? Name: Phone: Email Address:

Response:

I am writing to request information under the Freedom of Information Act 2000 and would be grateful if you could answer the following. It is likely that your Post Room will be able to help with most of these questions.

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) 502,738 <table><tr><th>Type</th><th>Regular</th><th>Large</th><th>Total</th></tr><tr><td>1st Class</td><td>432,079</td><td>11,987</td><td>444,066</td></tr><tr><td>2nd Class</td><td>57,226</td><td>1,446</td><td>58,672</td></tr><tr><td>Totals</td><td>489,305</td><td>13,433</td><td>502,738</td></tr></table> b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier): Approx 731K c) Sent digitally (i.e. published and read by the recipient via the NHS app): ?	Type	Regular	Large	Total	1st Class	432,079	11,987	444,066	2nd Class	57,226	1,446	58,672	Totals	489,305	13,433	502,738
Type	Regular	Large	Total														
1st Class	432,079	11,987	444,066														
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2.	Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class? Approx 300 hybrid Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class? 2nd hybrid N/A Approx Business Class 730K hybrid																
3.	If you use a hybrid mail service: As of September 2025, who is your hybrid mail provider? Synertec Which frameworks do you use to tender for hybrid mail? SBS What date was the agreement signed? October 2021																

	When does the contract expire? End of September 2025
4	If you use a patient portal for some or all of your patient communications: As of September 2025, who is your patient portal or NHS app supplier: Netcall What month and year did your patient portal or NHS app go live for online communications: September 2021 As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app: Patients do not have to register; all communications default to the patient portal unless patients have opted out or we do not have a mobile or email address on PAS. 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): % All notifications are sent to the NHS App first if a patient is registered, then fallback to the patient portal. Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes, there is a digital upload cost 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): 427,837 sent (298,218 read via portal/NHS App)
5.	As of 2025, who manages digital transformation initiatives? Name: The names of staff or individuals are considered personal data under UK GDPR and the Data Protection Act 2018 Phone: Email Address:
6.	As of 2025, who is your print room manager / manager of mailing operations?



	Name: The names of staff or individuals are considered personal data under UK GDPR and the Data Protection Act 2018 Phone: Email Address:
7.	As of 2025, who manages procurement for print and post solutions? Name: The names of staff or individuals are considered personal data under UK GDPR and the Data Protection Act 2018 Phone: Email Address:

Attachment(s):

No Attachment(s)

Date Response sent: 13 November 2025