

Freedom of Information Request: Our Reference CTMUHB_144_22

You asked:

I am writing to request information under the Freedom of Information Act 2000. I would be grateful if you could you send me answers to the following questions:- It is likely your Post Room will be able to help with the majority of these questions:

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

1.	How many patients in total is your trust responsible for Cwm Taf Morgannwg University Health Board provides primary, community, hospital and mental health services to the 450,000 people living in three County Boroughs: Bridgend, Merthyr Tydfil and Rhondda Cynon Taf.
2.	What is the total number of letters you post a year Approximately 1,500,000.
3.	Which Postal carrier(s) do you use ? Royal Mail Yes Whistl Yes UKMail No
4.	What percentage of your patient letters are sent 1st Class _____ What percentage of your patient letters are sent 2nd Class (or equivalent) _____ We do not capture this information.
5.	Do you still use franking machines Yes If Yes, Who is the manufacturer of your franking machines Pitney Bowes Yes Quadiant No Other (please specify) _____
6.	Do you use Hybrid mail to send patient letters - No If Yes, What percentage of your total postal volumes (question 1) are sent via hybrid mail ? what is the name of your hybrid mail supplier N/A What framework did you use to procure hybrid mail When was the contract signed

	What is the duration (Term) of the contract
7.	Do you currently use a Patient portal or App for some or all of your patient communications? – Not currently. If Yes, Who is the supplier of your web portal or App technology _____ When did you first implement your patient portal or App technology (Year/Month) _____ How many patients have registered to use your patient portal or App _____ How many letters a year are currently being sent via your web portal or App _____
8.	Do you currently use Email to communicate with your patients – No. If yes, Who supplies your email service N/A How many emails do you send to patients a year N/A What is the cost of each email communication N/A
9.	Do you currently use SMS to communicate with your Patients – No. If yes, Who supplies your email service N/A How many emails do you send to patients a year N/A What is the cost of each email communication N/A
10.	Who has responsibility for digital transformation in your organisation Name: Stuart Morris Email Address CTM_BoardMember@wales.nhs.uk
11.	Who is responsible for your post room (i.e. who is your post room manager Name: Head of Technical Services Contact: 01443 443443 ext 75943
12.	Who is the Director of IT in your organisation Name: Stuart Morris Email Address CTM_BoardMember@wales.nhs.uk
13.	Who is the procurement manager responsible for print and post solutions in your organisation NHS Wales Shared Services Partnership (NWSSP) provides procurement services for all Wales NHS Health Boards. They can be contacted at the following address: shared.services@wales.nhs.uk

Please note personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6(1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individuals captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.