



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_465_25

You asked:

I am writing to request information under the Freedom of Information Act 2000 and would be grateful if you could answer the following.

1.	How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025? Approximately 1,500,000. Of those, how many and what percentage were: a) Posted locally (i.e. franked and sent out by the post room): as above. b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier): N/A c) Sent digitally (i.e. published and read by the recipient via the NHS app): N/A
2.	Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class? We do not capture this information. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class? We do not capture this information.
3.	If you use a hybrid mail service: - No As of September 2025, who is your hybrid mail provider? – N/A Which frameworks do you use to tender for hybrid mail? – N/A What date was the agreement signed? – N/A When does the contract expire? – N/A
4	If you use a patient portal for some or all of your patient communications: N/A – we do not currently use a patient portal or NHS app. 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: N/A. 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): % N/A. 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): N/A
5.	As of 2025, who manages digital transformation initiatives? Name: Stuart Morris Phone: 01443 443443 Email Address: CTM_BoardMember@wales.nhs.uk
6.	As of 2025, who is your print room manager / manager of mailing operations? Name: Head of Technical Services/Senior Facilities Manager Phone: 01685 721721
7.	As of 2025, who manages procurement for print and post solutions? 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.