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16th March 2026

[REDACTED]

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference: Your print / mailing room / medical records set up

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold some of the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

Home, Community, Hospital.

FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
<p>Print Room</p> <p>a) Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?</p> <p>b) Is this run by your own staff or outsourced to a third-party provider?</p> <p>c) If run internally, how many full-time equivalent (FTE) run this facility?</p> <p>d) Number of devices & model type/s?</p> <p>e) Name of incumbent supplier?</p> <p>f) Contract start / end date and length of any option to extend?</p> <p>g) If outsourced, please advise contract start / end date and length of any option to extend?</p> <p>h) Was this contract awarded through a framework? If yes, which one used?</p> <p>i) Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced</p>	<p>a) Yes Clinical Illustration</p> <p>b) Own Staff</p> <p>c) 9.40 WTE staff work in Clinical Illustration.</p> <p>d) x 2 MPC6503sp A4/A3 Colour MFD</p> <p>e) Specialist Computer Centres</p> <p>f) 01.10.19 – 31.03.26</p> <p>g) n/a</p> <p>h) Healthtrust Europe</p> <p>i) Lease cost for device is £3,432 per year for 2 devices</p>			
<p>External Print</p> <p>a) Do you outsource any print requirement to an external supplier/s</p>	<p>a) Yes</p>			

<p>(for example to print forms, booklets, leaflets, manuals, posters, banners etc)?</p> <p>b) Name of incumbent supplier/s?</p> <p>c) If this arrangement provided under contract, please advise start / end date and length of any option to extend?</p> <p>d) Was this contract awarded through a framework? If yes, which one used?</p> <p>e) Alternatively, was this awarded through a DPS arrangement?</p> <p>f) Annual spend (ex VAT) for this service over the past 12 months?</p>	<p>b) CDP, Dawson Print, B&B Press, Ratcliffe & Roper, Jones & Brooks</p> <p>c) Ad-hoc</p> <p>d) n/a</p> <p>e) n/a</p> <p>f) £138,016.62</p>			
<p>3. Mail Room (Inbound and/or Outbound)</p> <p>a) Do you have your own in-house Mail Room operation?</p> <p>b) If yes, how is the service run - physical or digital mail distribution?</p> <p>c) Is this run by your own staff or outsourced to a third-party provider?</p> <p>d) If run by your own staff, how many full-time equivalent (FTE) staff run this facility?</p> <p>e) If outsourced, please advise name of current provider, contract start / end</p>	<p>a) Yes</p> <p>b) Physical</p> <p>c) 3rd party contract under PFI</p> <p>d) n/a</p> <p>e) Central Nottinghamshire hospitals plc 2047</p> <p>f) Information not held – under PFI</p> <p>g) Information not held – Under PFI</p> <p>h) YES</p> <ul style="list-style-type: none"> If yes, please 	<p>Yes</p>	<p>PFI</p>	<p>The contract for this service falls under the Private Finance Initiative (PFI) contract held by Central Nottinghamshire Hospitals and their hard and soft services providers. The details and cost of these soft services are covered within the total unitary charge payment under the Private Finance Initiative for all services and as such cannot be separated as an individual cost as the contract is interdependent. Further details of the</p>

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Home, Community, Hospital.

<p>date and length of any option to extend?</p> <p>f) Was this contract awarded through a framework? If yes, which one used?</p> <p>g) Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced?</p> <p>h) Do you use a Hybrid Mail service as part of your patient communications approach?</p> <ul style="list-style-type: none"> • If yes, please <ul style="list-style-type: none"> a. name supplier b. contract start / end date c. framework through which this awarded? 	<p>a) Synertec</p> <p>b) 1st April 2026 – 31st March 2028</p> <p>c) Information not held – Collaborative contract awarded by Nottingham University Hospitals Under Section 16 of the Act we have a duty to provide advice and assistance. Please contact Nottingham University Hospitals NHS Trust nuhnt.dutyin@nhs.net who may hold this information.</p>			<p>unitary charge payments are available here: https://www.sfh-tr.nhs.uk/about-us/finances/what-we-spend-and-how-we-spend-it/</p>
<p>4. Medical records / Digital Forms / Storage</p> <p>a) Have you yet to start, partly started or completed scanning your medical records?</p> <p>b) If started or completed, was this handled in-house or by an external company? If yes, please name the supplier</p>	<p>a) No</p> <p>b) N/A</p> <p>c) No</p> <p>d) No</p> <p>e) Use SDS for some offsite</p> <p>f) Yes</p> <p>g) No single person, crosses multiple teams.</p>			

<p>c) Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)?</p> <p>d) If you are not using a PiP approach, do you scan your end of episode material?</p> <p>e) Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier</p> <p>f) Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?</p> <p>g) Finally, who at the Trust is responsible for these arrangements?</p>				
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I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.