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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

10th November 2025

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference: Outbound Communications

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 the information you have requested. A response to each part of your request is provided below.

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FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
<p>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:</p> <p>a) Posted locally (i.e. franked and sent out by the post room):</p> <p>b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier):</p> <p>c) Sent digitally (i.e. published and read by the recipient via the NHS app):</p> <p>2. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?</p>		Yes	Section 12	<p>Section 12 of the Act allows the Trust to refuse to deal with any requests where we estimate that responding to the request would exceed the cost limit. We have identified that question 1 – 4 will exceed the cost limit. For public authorities the cost limit is £450 (18 hours). If responding to one part of a request would exceed the cost limit, we do not have to provide a response to any other parts of the request. Therefore, the estimated cost of processing your request is £3,750.00. This charge has been calculated in accordance with section 13 of the Freedom of Information Act 2000 and the Freedom of Information Fees Regulations.</p> <p>In order to locate this information, we would need to liaise with each speciality service within the Trust, it would also be difficult to identify all digital and posted letters. We estimate that the cost of satisfying your request will be £3,750.00 (2125 hours x £25 per hour).</p> <p>Under section 16 of the Act we are obliged to advise you to refine your request to narrow the scope in order to bring it within the appropriate limit. Can we suggest that the questions are revised</p>

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Patient Experience Team

01623 672222

sfh-tr.pet@nhs.net



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a smoke-free site

Acting Chair Graham Ward

Acting Chief Executive David Selwyn

<p>Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?</p> <p>3. If you use a hybrid mail service: a) As of September 2025, who is your hybrid mail provider? b) Which frameworks do you use to tender for hybrid mail? c) What date was the agreement signed? d) When does the contract expire?</p> <p>4. If you use a patient portal for some or all of your patient</p>				<p>If you are unable to reduce the scope of the request the Trust will be unable to continue processing your request until the fee is paid. If you wish to proceed with this request the fee will need to be paid within three calendar months. If the fee is not received by this date, I shall take it that you do not wish to pursue this request and will consider the request closed.</p>
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<p>communications:</p> <p>a) As of September 2025, who is your patient portal or NHS app supplier:</p> <p>b) What month and year did your patient portal or NHS app go live for online communications: Month / Year</p> <p>c) As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app:</p> <p>d) 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): %</p> <p>e) Does your hybrid mail supplier charge you for</p>				
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<p>passing letters into your NHS app: Yes / No</p> <p>f) 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):</p>				
<p>5. As of 2025, who manages digital transformation initiatives?</p> <p>a) Name:</p> <p>b) Phone:</p> <p>c) Email Address:</p> <p>6. As of 2025, who is your print room manager / manager of mailing operations?</p> <p>a) Name:</p> <p>b) Phone:</p> <p>c) Email Address:</p>		Yes	Section 40(2)	<p>Names, job titles and email addresses (other than staff of seniority who are named on our Organogram https://www.sfh-tr.nhs.uk/media/vhljomeo/organisational-organogram-v18-30062025.pdf) constitute personal data.</p> <p>Section 40(2) provides that personal data is exempt information if one of the conditions set out in section 40(3) is satisfied. In our view, disclosure of this information would breach the data protection principles contained in the General Data Protection Regulations and Data Protection Act 2018.</p> <p>In reaching this decision, we have particularly considered:</p>

<p>7. As of 2025, who manages procurement for print and post solutions?</p> <p>a) Name:</p> <p>b) Phone:</p> <p>c) Email Address:</p>				<ul style="list-style-type: none"> • The reasonable expectations of the employees given their positions; Sherwood Forest Hospitals NHS Foundation Trust considered that none of the individuals would have a reasonable expectation that their personal data would be disclosed; • The consequences of disclosure; and • any legitimate public interest in disclosure. <p>Section 40(2) is an absolute exemption and therefore not subject to the public interest test.</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.

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