

FOI 3393

5<sup>th</sup> November 2025

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

<p>1.</p>	<p><b>How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025?</b></p> <p><b>Of those, how many and what percentage were:</b></p> <p><b>a) Posted locally (i.e. franked and sent out by the post room):</b></p> <p><b>Response:</b> 1,363,714 sent out by the post room There are no franking machines used in the post rooms.</p> <p><b>b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier):</b></p> <p><b>Response:</b> 45,319</p> <p><b>c) Sent digitally (i.e. published and read by the recipient via the NHS app):</b></p> <p><b>Response:</b> The Trust implemented Epic Electronic Record on 8<sup>th</sup> May 2025. With this Electronic Record comes a My Care App, which allows service users to view their appointments and letters to GPs. At this early stage of implementation, the Southern Trust continues to issue letters to all service users, including those registered on the My Care App. This decision will be reviewed when more of our patients have downloaded and become familiar with the My Care App. At present, 15.6% of our service user population has downloaded the App (35,986 people).</p>
<p>2.</p>	<p><b>Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?</b></p> <p><b>Response:</b> NI and GB Letters – 87</p>

	<p><b>Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?</b></p> <p><b>Response:</b>  NI and GB Letters and Payslips – 1,363,627  Hybrid mail – 45,319</p>
3.	<p><b>If you use a hybrid mail service:  As of September 2025, who is your hybrid mail provider?</b></p> <p><b>Response:</b>  Hybrid Mail Solutions</p> <p><b>Which frameworks do you use to tender for hybrid mail?</b></p> <p><b>Response:</b>  Crown Commercial Service (CCS) Framework RM6017</p> <p><b>What date was the agreement signed?</b></p> <p><b>Response:</b>  01.10.2023</p> <p><b>When does the contract expire?</b></p> <p><b>Response:</b>  30.09.2027</p>
4	<p><b>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:</b></p> <p><b>Response:</b>  Epic</p> <p><b>What month and year did your patient portal or NHS app go live for online communications:  <i>Month / Year</i></b></p> <p><b>Response:</b>  Epic is the Regional Northern Ireland Electronic Record Supplier. There has been a phased implementation since November 2023. Southern Health and Social Services Trust has been live since 8<sup>th</sup> May 2025.</p> <p><b>As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app:</b></p> <p><b>Response:</b>  35,986</p>

	<p><b>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): %</b></p> <p><b>Response:</b> Not relevant – all of our service users continue to receive letters at this stage of our electronic record implementation.</p> <p><b>Does your hybrid mail supplier charge you for passing letters into your NHS app:</b></p> <p><b>Response:</b> No</p> <p><b>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):</b></p> <p><b>Response:</b> This information is not held</p>
5.	<p><b>As of 2025, who manages digital transformation initiatives?</b></p> <p><b>Response:</b> Digital Transformation in Health and Social Care in Northern Ireland is managed by the DHCNI Division of the Department of Health for Northern Ireland. There is a Regional Digital Strategy.</p>
6.	<p><b>As of 2025, who is your print room manager / manager of mailing operations?</b></p> <p><b>Response:</b> Name: Head of Support Services</p>
7.	<p><b>As of 2025, who manages procurement for print and post solutions?</b></p> <p><b>Response:</b> Name: Head of Support Services</p>

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