

**Freedom of Information Request – 3875**

**Print Room**

- 1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?**  
*No*
- 2. Is this run by your own staff or outsourced to a third-party provider?**  
*N/A*
- 3. If run internally, how many full-time equivalent (FTE) run this facility?**  
*N/A*
- 4. Number of devices & model type/s?**  
*Please see below*
- 5. Name of incumbent supplier?**  
*Please see below*
- 6. Contract start / end date and length of any option to extend?**  
*Please see below*
- 7. If outsourced, please advise contract start / end date and length of any option to extend?**  
*Please see below*
- 8. Was this contract awarded through a framework? If yes, which one used?**  
*Please see below.*
- 9. Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced**

*You may find some of the information published on past Freedom of Information requests useful as we do have a printer contract but not a designated print room [foi-reply-3310.pdf](#) and [foi-reply-3732.pdf](#)*

**External Print**

- 1. Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)?**  
*Yes*
- 2. Name of incumbent supplier/s?**  
*SF Taylor Managed Print Service*
- 3. If this arrangement provided under contract, please advise start / end date and length of any option to extend?**  
*4 years with optional 2 x 1 year extension 1/7/2025 – 30/6/2029*
- 4. Was this contract awarded through a framework? If yes, which one used?**  
*Central Digital Platform*

5. **Alternatively, was this awarded through a DPS arrangement?**  
*No*
6. **Annual spend (ex VAT) for this service over the past 12 months?**  
*We have not yet been in this contract for 12 months.*

#### **Mail Room (Inbound and/or Outbound)**

1. **Do you have your own in-house Mail Room operation?**  
*Yes*
2. **If yes, how is the service run - physical or digital mail distribution?**  
*Physical*
3. **Is this run by your own staff or outsourced to a third-party provider?**  
*Own staff*
4. **If run by your own staff, how many full-time equivalent (FTE) staff run this facility?**  
*2 FTE*
5. **If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?**  
*N/A*
6. **Was this contract awarded through a framework? If yes, which one used?**  
*N/A*
7. **Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced?**  
*N/A*
8. **Do you use a Hybrid Mail service as part of your patient communications approach?**  
*Yes*
9. **If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?**  
*Dr Doctor Agreement, March 2023 – March 2026, RM6094*

#### **Medical records / Digital Forms / Storage**

1. **Have you yet to start, partly started or completed scanning your medical records?**  
*Completed.*
2. **If started or completed, was this handled in-house or by an external company? If yes, please name the supplier**  
*Both, Civica-Gateway Bureau Services.*
3. **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)?**  
*No.*
4. **If you are not using a PiP approach, do you scan your end of episode material?**  
*Yes.*

- 5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier**

*No storage, just on site.*

- 6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?**

*Not at present but project underway.*

**Finally, who at the Trust is responsible for these arrangements?**

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