

Dear

FREEDOM OF INFORMATION – PRINTING, MAILROOM SERVICES

I write in response to your request for information in relation to printing, and mailroom services in NHS Lothian.

Question:

Print Room

1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?
2. Is this run by your own staff or outsourced to a third-party provider?
3. If run internally, how many full-time equivalent (FTE) run this facility?
4. Number of devices & model type/s?
5. Name of incumbent supplier?
6. Contract start / end date and length of any option to extend?
7. If outsourced, please advise contract start / end date and length of any option to extend?
8. Was this contract awarded through a framework? If yes, which one used?
7. Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced

Answer:

We do not have a print room, so these questions are not applicable.

Question:

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)?

Answer:

Yes, in instances when something cannot be printed locally NHS Lothian source printing to external suppliers

Question:

2. Name of incumbent supplier/s?

Answer:

Panda Print / Streamline / Harlow Printing / Mackay & Inglis / J Thomson / Sciamed

Question:

3. If this arrangement provided under contract, please advise start / end date and length of any option to extend?

Answer:

Scottish Procurement Framework - SP-22-006 - Valid from 1st May 2023 until 30th April 2027. As far as we can see there is no option to extend the Framework past this date

Question:

4. Was this contract awarded through a framework? If yes, which one used?

Answer:

Scottish Procurement Framework - SP-22-006 - Valid from 1st May 2023 until 30th April 2027

Question:

5. Alternatively, was this awarded through a DPS arrangement?

Answer:

Not applicable

Question:

6. Annual spend (ex VAT) for this service over the past 12 months?

Answer:

£730,483

Question:

Mail Room (Inbound and/or Outbound)

1. Do you have your own in-house Mail Room operation?

Answer:

Yes.

Question:

2. If yes, how is the service run - physical or digital mail distribution?

Answer:

Physical.

Question:

3. Is this run by your own staff or outsourced to a third-party provider?

Answer:

Own staff.

Question:

4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?

Answer:

Not all of our mail rooms have dedicated mail room porters, but facilities staff undertake mail room duties alongside other duties. There are 3.67 FTE dedicated mail room staff at the Little France Campus (Royal Infirmary of Edinburgh and Royal Hospital for Children and Young People and Department of Clinical Neurosciences) mailroom and 1.94 FTE at the St John's Hospital mailroom.

There are also mailrooms without dedicated staff at the following sites: East Lothian Community Hospital, Midlothian Community Hospital, Royal Edinburgh Hospital, Western General Hospital, West Port.

Question:

5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?

Answer:

Not applicable.

Question:

6. Was this contract awarded through a framework? If yes, which one used?

Answer:

Not applicable.

Question:

7. Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced?

Answer:

The total annual staff cost for the Little France Campus and St John's Hospital mailrooms is £211,789.

Question:

8. Do you use a Hybrid Mail service as part of your patient communications approach?

Answer:

Yes.

Question:

9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?

Answer:

Supplier: ATOS

Contract start / end: 01/04/2023 – 31/03/2028

Contract framework: CNN on the NHS Scotland Manged Services Contract

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI>

Yours sincerely

ALISON MACDONALD

Executive Director of Nursing Midwifery and AHPs

Cc: Chief Executive