

## FOI Disclosure

Reference Number: FOI/056/25

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Information requested:

Please answer the following questions:

### **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?
9. Annual spend (ex VAT) covering non-pay & staff costs or total outlay if this service is outsourced

### **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)?
2. Name of incumbent supplier/s?
3. If this arrangement provided under contract, please advise start / end date and length of any option to extend?
4. Was this contract awarded through a framework? If yes, which one used?
5. Alternatively, was this awarded through a DPS arrangement?
6. Annual spend (ex VAT) for this service over the past 12 months?

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

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

## Medical records / Digital Forms / Storage

1. Have you yet to start, partly started or completed scanning your medical records?
2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier
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)?
4. If you are not using a PiP approach, do you scan your end of episode material?
5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier
6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?

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

Response:

### Print Room

1. No.
2. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
3. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
4. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
5. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
6. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
7. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
8. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)
9. As we do not operate a print room, we hold no information relevant to this question. (FOISA Section 17)

### External Print

1. Yes
2. The State Hospital uses two suppliers, Mackay & Inglis Ltd and Pandaprint.
3. Mackay & Inglis Ltd's contract started on 01/05/2023 and ends on 30/04/2027  
Pandaprint's contract started on 01/10/2025 and ends on 30/09/2029
4. Yes.  
Procurement - print and associated services framework 2023 ([Link](#)) and  
Procurement – publishing, print, design and associated services (PPDAS) guidance ([Link](#))
5. No
6. £4374.00

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

1. Yes.
2. Physical mail distribution
3. Our own staff
4. 1 Whole time equivalent
5. The service is not outsourced; we do not hold relating to this question. (FOISA Section 17)
6. The service is not outsourced; we do not hold relating to this question. (FOISA Section 17)
7. £14,500
8. No
9. Not applicable

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

1. Current records are all in digital system (RIO) with documents scanned and uploaded there. A previous project to scan archive records was abandoned due to the chosen system being unfit for purpose and lack of resources to complete this.
2. In house.
3. No - some digitalised in RIO
4. We scan as we go through the episode so would only be a 'catch up' if anything needing done at the end of the stay.
5. All on site (digital and paper)
6. Yes

### **Finally**

Responsibility for these arrangements is shared across multiple roles rather than a single point of accountability:

**External Print Contracts:** Managed by the Procurement Department under the Head of Procurement.

**Mail Room:** Overseen by the Estates Department, led by the Head of Estates & Facilities.

**Medical Records:** Managed and stored by the Records Services team (Record Services Manager), with overall responsibility resting with the Medical Director.

**Digital Forms:** Responsibility lies with the issuing area or department. The Head of eHealth is accountable for the underlying technology platforms, while the system owner is responsible for the content and its use.