NHS
St Helens and Knowsley Teaching Hospitals
NHS Trust

Ref. No:	695
Date:	04/05/23
Subject:	appointment and appointment reminder letters

REQUEST

1.How many letters were sent via post

2022-2023: 715078 letters

2021-2022: 714565 letters

2020-2021: 623566 letters

2019-2020: 678800 letters

2018-2019: 575713 letters

2.How many appointment and appointment reminder letters sent via post

The Trust uses a call reminder system and does not issue reminder appointment letters. Therefore, the figures quoted above are for initial appointment letters.

3.How many change of appointment letters sent via post

The data recorded reflects the total number of letters franked and cannot distinguish the type of letter.

4.How much is spent on post for change of appointment letters?

The data recorded reflects the total number of letters franked and cannot distinguish the type of letter.

5.How many pre-admission and pre-arrival letters sent via post

The data recorded reflects the total number of letters franked and cannot distinguish the type of letter.

6. How much is spent post for pre-admission and pre-arrival letters?

The data recorded reflects the total number of letters franked and cannot distinguish the type of letter.

7. How many pages are in the average letter sent via post

The average number of pages per letter is 2.

8. How much is the total printing costs of letters sent via post

The average of 2 pages per letter from Q7 at a cost of .576p per sheet of paper (cost from Procurement) with a Canon printing cost of .2929p per sheet based on B&W A4 which is the most common printing volume, multiplied
by the volumes from Q1

2022-2023: 715078 letters * (£0.00576 + £0.002929) * 2 = £0.01732   = £ 12385

2021-2022: 714565 letters * (£0.00576 + £0.002929) * 2 = £0.01732   = £ 12376

2020-2021: 623566 letters * (£0.00576 + £0.002929) * 2 = £0.01732   = £ 10800

2019-2020: 678800 letters * (£0.00576 + £0.002929) * 2 = £0.01732   = £ 11756

2018-2019: 575713 letters * (£0.00576 + £0.002929) * 2 = £0.01732   = £ 9971

9. How much is the total stamp / franking costs of letters sent via post

2022-2023: £950,697

2021-2022: £1086,333

2020-2021: £909,070

2019 -2020: £733,267

2018-2019: £705,455

10. How much is spent on post in total

2022-2023:   £963,697

2021-2022:   £1,09,5333

2020-2021:   £918,070

2019 -2020:   £742,267

2018-2019:   £714,455

These are the separately identifiable costs of postage. Staff costs are not identifiable as they form part of the PFI unitary payment for soft FM services.

If it is possible, I would like this information to be shared across a 5 year period, up until 31st March 2023. If it is not possible to retrieve the data in this exact format, then please share what is available.