

Our Ref: NG/RM/25396
Date: 27th November 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 7th November 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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? **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? **N/A**
5. Name of incumbent supplier? **N/A**
6. Contract start / end date and length of any option to extend? **N/A**
7. If outsourced, please advise contract start / end date and length of any option to extend? **N/A**
8. Was this contract awarded through a framework? If yes, which one used? **N/A**
9. Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced. **N/A**

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)? **External print requirements are by exception at a departmental level.**
2. Name of incumbent supplier/s?
External printing is purchased on an ad hoc basis, and these transactions would normally be coded to the Printing & Stationery subjective. It would be disproportionate to have to review individual invoices, the cost of collating the information in order to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate

limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.

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

External printing is purchased on an ad hoc basis, and these transactions would normally be coded to the Printing & Stationery subjective. It would be disproportionate to have to review individual invoices, the cost of collating the information in order to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.

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**
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? **£53k**
8. Do you use a Hybrid Mail service as part of your patient communications approach? **both digital and traditional royal mail are used within the Trust.**
9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded? **N/A**

Medical records / Digital Forms / Storage

1. Have you yet to start, partly started or completed scanning your medical records? **Yes, circa 98% complete.**
2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier. **In House**
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)? **Yes**
4. If you are not using a PiP approach, do you scan your end of episode material? **N/A**
5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier. **Onsite**
6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows? **Yes**
7. Finally, who at the Trust is responsible for these arrangements? **The Health Records & IG Manager.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance