

Date: 19<sup>th</sup> January 2026  
Ref: CORP 25/26 - 181

Dear xxx

### **Freedom of Information request: Printing, Mail and Storage (CORP 25/26 – 181)**

Thank you for your request for information which the Trust received on 19<sup>th</sup> November 2025. We apologise for the delay in response.

Your Request:

#### **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*

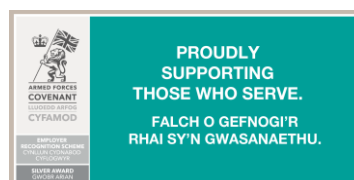
#### **External Print**

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?*

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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?*

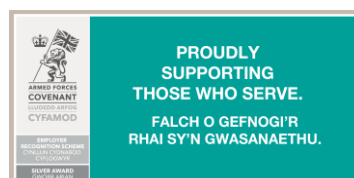
***Finally, who at the Health Board is responsible for these arrangements?***

Please find the Trust's response below:

### **Print Room**

1. **Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?** There are multiple devices spread across the Trust.
2. **Is this run by your own staff or outsourced to a third-party provider?** Outsourced Managed Print Solution
3. **If run internally, how many full-time equivalent (FTE) run this facility?** - N/A
4. **Number of devices & model type/s?** – 102, 8 different models
5. **Name of incumbent supplier?** – HP Apogee Corporation
6. **Contract start / end date and length of any option to extend?** - December 2024 – December 2029.
7. **If outsourced, please advise contract start / end date and length of any option to extend?** – December 2024 – December 2029, 5-year contract
8. **Was this contract awarded through a framework? If yes, which one used?** - Digital Document Solutions (Dds) Delivered by NHS London Procurement Partnership
9. **Annual spend (ex VAT) covering non-pay & staff costs or total outlay if this service is outsourced.** - Providing costs would reveal commercial in confidence pricing arrangements with suppliers. The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to funding would have a prejudicial impact on the Trust and would weaken the Trust's position in a competitive environment revealing market-sensitive information with potential usefulness to its competitors. Therefore, the Trust

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wishes to use Freedom of Information exemption Section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

### 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? – Genysys Wales
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? - £1,475.99

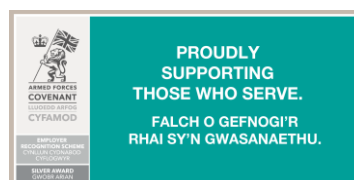
### Mail Room (Inbound and/or Outbound)

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? - 0.5
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 non-pay 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? - No
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? – Yet to start
2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier - N/A
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)? – Majority of documentation is digital; we scan other documents into the patient's electronic record.
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. – Both On Site and External Supplier\*
6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows? – ESR SMA (Staff Management App).

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\*The Trust is applying an Exemption under Section 31 of the Freedom of Information Act 2000 (Law Enforcement) due to the need for the Trust to detect and prevent crime. The application of the Exemption is because the Trust assesses that disclosure of the information would put Trust documents and patient records at risk.

As Section 31 is a qualified exemption, the Trust has considered the Public Interest Test. Factors in favour of disclosure

- Evidences transparency and accountability

Factors in favour of withholding

- The public interest in Crime prevention.
- Public interest in preventing any threat to the integrity of data.
- Public interest in ensuring the Trust can comply with its duties to take all necessary steps to safeguard data.

We consider that releasing the information you have asked for would serve no wider public interest and would likely prejudice our efforts to safeguard patient data.

**Finally, who at the Health Board is responsible for these arrangements?** - Both our Operations and Digital Services Division are responsible for these arrangements. Procurement is undertaken by NHS Wales Shared Services Partnership (NWSSP) – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk).

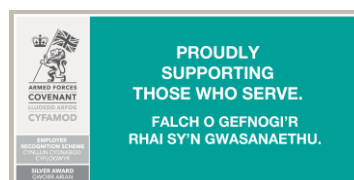
I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

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Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Yours sincerely

**Non Gwilym**  
**Interim Director of Corporate Governance**  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

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