

Date: 10th November 2025
Ref: CORP 25/26 - 146

Dear xxx

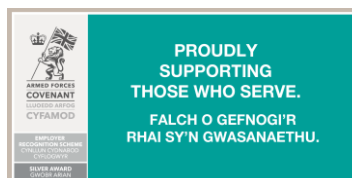
Freedom of Information request: Post/Mail Services (CORP 25/26 – 146)

Thank you for your request for information which the Trust received on 13th October 2025.

Your Request:

1.	<p>How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025?</p> <p>Of those, how many and what percentage were:</p> <p>a) Posted locally (i.e. franked and sent out by the post room):</p> <p>b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier):</p> <p>c) Sent digitally (i.e. published and read by the recipient via the NHS app):</p>
2.	<p>Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?</p> <p>Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?</p>
3.	<p>If you use a hybrid mail service:</p> <ul style="list-style-type: none"> - As of September 2025, who is your hybrid mail provider? - Which frameworks do you use to tender for hybrid mail? - What date was the agreement signed? - When does the contract expire?
4	<p>If you use a patient portal for some or all of your patient communications:</p> <ul style="list-style-type: none"> - As of September 2025, who is your patient portal or NHS app supplier: - What month and year did your patient portal or NHS app go live for online communications: <i>Month / Year</i> - As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app: - What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): % - Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes / No - What were the total number of letters sent and read by patients via your patient portal or NHS app between 1st October 2024 - 30th September 2025 (i.e. read online):

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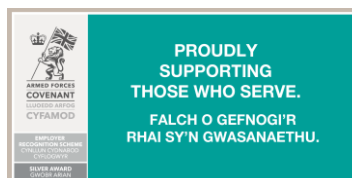


5.	As of 2025, who manages digital transformation initiatives? Name: Phone: Email Address:
6.	As of 2025, who is your print room manager / manager of mailing operations? Name: Phone: Email Address:
7.	As of 2025, who manages procurement for print and post solutions? Name: Phone: Email Address:

Please find the Trust's response below:

1.	How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025? – 188,059 Of those, how many and what percentage were: a) Posted locally (i.e. franked and sent out by the post room): 100% b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier): c) Sent digitally (i.e. published and read by the recipient via the NHS app):
2.	Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class? 135,141 Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class? 52918
3.	If you use a hybrid mail service: – Not applicable - As of September 2025, who is your hybrid mail provider? - Which frameworks do you use to tender for hybrid mail? - What date was the agreement signed? - When does the contract expire?
4	If you use a patient portal for some or all of your patient communications: – Not applicable - As of September 2025, who is your patient portal or NHS app supplier: - What month and year did your patient portal or NHS app go live for online communications: <i>Month / Year</i> - As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app:

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	<ul style="list-style-type: none"> - What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): % - Does your hybrid mail supplier charge you for passing letters into your NHS app: Yes / No - What were the total number of letters sent and read by patients via your patient portal or NHS app between 1st October 2024 - 30th September 2025 (i.e. read online):
5.	<p>As of 2025, who manages digital transformation initiatives? – Exempt*</p> <p>Name: Phone: Email Address:</p>
6.	<p>As of 2025, who is your print room manager / manager of mailing operations? – Exempt*</p> <p>Name: Phone: Email Address:</p>
7.	<p>As of 2025, who manages procurement for print and post solutions?</p> <p>Name: Phone: Email Address:</p> <p>Procurement is undertaken by NHS Wales Shared Services Partnership (NWSSP) – <u>shared.services@wales.nhs.uk</u></p>

* The Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information about someone other than yourself, the Trust has applied an Absolute Exemption under Section 40(1) and (2)(a) of the Freedom of Information Act 2000 which states:

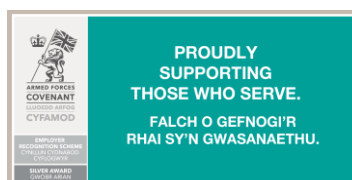
(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which does not fall within subsection (1)

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.

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You should forward your complaint to:

Mr Ian Bevan via 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:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421 / email: 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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