

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
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Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/11137

Date Received: 13th October 2025

Response Due: 10th November 2025

Date: 29th October 2025

Dear Sir/Madam

With reference to your request for information received on 13th October 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I am writing to request information under the Freedom of Information Act 2000 and would be grateful if you could answer the following. It is likely that your Post Room will be able to help with most of these questions.

- 1. How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025?**

Of those, how many and what percentage were:

- a. Posted locally (i.e. franked and sent out by the post room):**
744,126 items of post were sent from the Trust's post room during this period. Of those, 4,710 were franked. The Trust cannot determine how many of these had local addresses as we do not record this information.
- b. Sent via hybrid mail (i.e. posted by your hybrid mail supplier):**
535,787.
- c. Sent digitally (i.e. published and read by the recipient via the NHS app):**
569,882 letters were uploaded into DrDoctor.
540,420 patients were notified about their letter.
422,246 patients read their letter online.

2. **Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class?**
80,292.
3. **Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class?**
455,495.
4. **If you use a hybrid mail service:**
 - **As of September 2025, who is your hybrid mail provider?**
Synertec.
 - **Which frameworks do you use to tender for hybrid mail?**
SBS.
 - **What date was the agreement signed?**
08/09/2022.
 - **When does the contract expire?**
31/08/2026.
5. **If you use a patient portal for some or all of your patient communications:**
 - **As of September 2025, who is your patient portal or NHS app supplier?**
DrDoctor.
 - **What month and year did your patient portal or NHS app go live for online communications:**
October 2024.
 - **As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app:**
The Trust does not hold this information.
 - **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): %**
569,882 letters were uploaded into DrDoctor, and 422,246 patients read their letter online, therefore 74%.
 - **Does your hybrid mail supplier charge you for passing letters into your NHS app:**
There is an upload cost from Synertec to the Trust to upload the letter, but we don't charge a Trust to upload anything to the NHS app.
 - **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):**
569,882 letters were uploaded into DrDoctor.
540,420 patients were notified about their letter.
422,246 patients read their letter online.

6. As of 2025, who manages digital transformation initiatives?

Name: Martyn Smith, Director of Digital.

Phone: The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

Email Address: The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

7. As of 2025, who is your print room manager / manager of mailing operations?

The Trust does not have a print room/print room manager as these services are contracted out. However, we do have a manager that oversees mailing operations. Please see the below.

Name: Nick Bastow, Facilities Manager.

Phone: The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

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8. As of 2025, who manages procurement for print and post solutions?

Name: Gina Forshaw, Contracts Manager.

Phone: The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

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If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111