



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

## Information Governance Department

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Ref: FOI/2025/11312

Date Received: 19<sup>th</sup> December 2025

Response Due: 21<sup>st</sup> January 2026

Date: 31<sup>st</sup> December 2025

Dear Sir/Madam

With reference to your request for information received on 19th December 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:

### 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?**

The trust does not outsource

**8. Was this contract awarded through a framework? If yes, which one used?**

N/A

**9. Annual spend (ex VAT) covering non-pay & 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)?**

Yes

**2. Name of incumbent supplier/s?**

ANA Offset, Alfred Pettitt, Gemini print, Craft print, Jones & brooks, ST Taylor, Harlow Printing

**3. If this arrangement provided under contract, please advise start / end date and length of any option to extend?**

Local ad hoc quotes

**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?**

£132,788.13 (excluding VAT) across all 7 suppliers.

#### **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?**

Hybrid

**3. Is this run by your own staff or outsourced to a third-party provider?**

In House

**4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?**

3.73 WTE

**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?**

Yes

**9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded? Medical records / Digital forms /**

- a) Synertec Hybrid Mail Service.
- b) 01/09/2022 – 31/08/2026
- c) SBS Framework.

#### **Storage**

**1. Have you yet to start, partly started or completed scanning your medical records?**

We do not back scan medical records

**2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier**

Any scanning that is completed is done 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)?**

Not fully

**4. If you are not using a PiP approach, do you scan your end of episode material?**

Yes

**5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier**

Both – external supplier is Restore

**6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?**

The Trust utilises an E-roster system primarily within Nursing, but it is also utilised within some of the Corporate and Estates & Facilities functions.

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

There isn't a single responsible person or group. They would be locally owned by the departments.

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