FREEDOM OF INFORMATION

REF: 2026-140
Subject: Print / Mail Room Set Up

Dear Sir/Madam,

Thank you for your email dated **17/02/2026** where you requested information about **Print / Mail Room Set Up.**

The information you requested is enclosed.

We recently sent you a request regarding your Print Room / External Print / Mail room set up. Please could I now ask you to respond to the following supplementary questions:	
Question	**Answer**
Mailing	
1. Do you use a Hybrid Mail service as part of your patient communications approach?	Yes
2. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?	City Sprint which is part of iFM contract framework
Medical records / Digital forms / Storage	
1. Have you yet to start, partly started or completed scanning your medical records?	No
2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier	No scanning of medical records
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)?	No
4. If you are not using a PiP approach, do you scan your end of episode material?	No
5. Do you store medical records on site or is this handled off site by an	Yes – they come in and go out for delivery, no external company porters do deliveries of med records/post on

external company? If yes, please name supplier	site. City Sprint come in and collect external post.
6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?	No
Finally, who at the Trust is responsible for these arrangements?	Integrated Facilities Management (iFM) Bolton Ltd

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

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 The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

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transforming lives...for a better Bolton

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