Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10835

21 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

Under the Freedom of Information Act 2000, I would be grateful if you could provide the following information regarding the provision of hybrid mail, print and post, patient correspondence or mailing services used by the Trust.

1. **Who is the current supplier(s) for hybrid mail, print and post, or patient communication services used by the Trust?**
   Synertec

2. **Is this service provided under:**
   - **A Trust-wide patient communications, hybrid mail, print and post, or managed print contract?**
     Hybrid Mail

3. **Please provide:**
   - **Contract title:**
     Communication Alert Reminder Appointment Services
   - **Supplier name:**
     Synertec
   - **Contract start date:**
     01/07/2026
   - **Contract expiry date:**
     30/06/2028
   - **Any extension options and associated dates:**
     Option to extend 2 x 12 months each - 30/06/2029 and 30/06/2030 if option taken

- **Estimated annual contract value (if available):**
  £607,713.82

- **Can you please provide the contact names & email addresses for the Managers responsible for Hybrid Mail:**
  Head of Patient Access
  Operations and Senior Project Support Manager of Operations.
  plh-tr.dpsdigitalcorporate@nhs.net

- **Who looks after Hybrid Mail in Procurement:**
  plh-tr.dpsdigitalcorporate@nhs.net

  The Trust has provided the relevant job titles and a generic contact email address. The names and direct contact details of individual members of staff are withheld under section 40(2) of the Freedom of Information Act 2000, as disclosure would constitute the unfair processing of their personal data.

4. **Which procurement route was used?**
   Framework

   - **Framework (please specify framework name):**
     Patient/Citizen Communication & Engagement Solutions – SBS10175

   - **Open tender:**
     No

   - **Direct award:**
     Not applicable

   - **Other (please specify):**
     Competitive award via Framework

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link https://ico.org.uk/global/contact-us/

Yours sincerely,

Freedom of Information Team