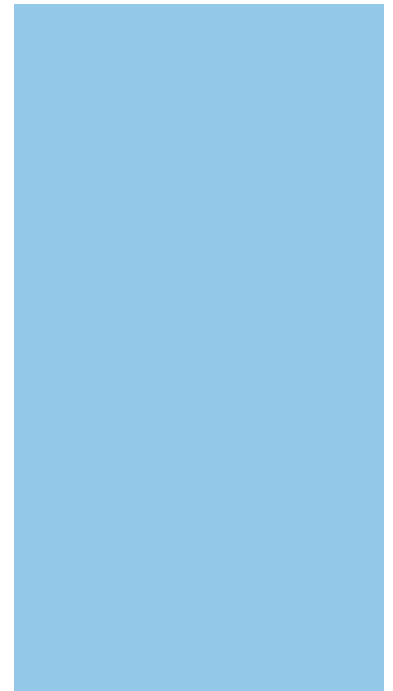




Hybrid mail service helps the PPSA respond to increased demand



The requirement

The Hampshire & Isle of Wight Practitioner and Patient Services Agency (PPSA), which operates under the auspices of NHS Hampshire, undertook a review of its volume mailing procedures.

The PPSA generate letters that are mostly from the public health screening programme, but various other categories of mail are also processed using a high-volume printer/copier and mailing machines.

The volume of mail had increased in recent years to the point where the PPSA could not accommodate any further increase or readily assist its primary care partners with their ad-hoc volume mailing.

An assessment of hybrid mailing, whereby an independent contractor prints and dispatches the letters, was required to help determine the most appropriate way to manage the current workflow and to prepare the PPSA for future demands.

The PPSA identified two main areas for possible redirection through the hybrid mailing solution:

- Screening invitation letters
- NHS number notification letters

The annual volume is in the region of 230,000 invitation letters and 200,000 NHS number letters. The third party supplier would be required, on a call off basis, to print and dispatch the letters.

The PPSA was looking for a contract term of no less than two years.

The solution

The PPSA worked in conjunction with the local NHS procurement office and determined at an early stage to carry out a tendering exercise using lot 10 of the Postal Services framework agreement for hybrid mailing services.

From this potential providers that could provide a printing & mailing fulfilment service while meeting, inter alia, the following criteria were shortlisted:

- Data security & Information Governance integrity
- Reliability
- Added value

The results

On completion of the tendering exercise at the end of 2011 to the PPSA awarded a two-year contract for hybrid mailing services to UK Mail.

They are now realising the benefits of this new contract - as well as being cost effective, the hybrid service is providing a fast, secure printing and delivery system which has reduced operating time on office machines and freed up storage space by removing the need for envelope and paper stocks.

Further information

To find out more about the Postal Services framework:

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E: info@gps.gsi.gov.uk

W: <http://gps.cabinetoffice.gov.uk>

To find out more about UK Mail's imail solution visit:

T: 0345 410 2222

W: www.imail.co.uk

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