Belfast Health and Social Care Trust
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FOI/35207

13 November 2025

Postal/Hybrid Mail Services & Digital Transformation Initiatives

I am writing to request information, under the Freedom of Information Act 2000, and would be grateful if you could answer the following.

	Questions	Response
1.	How many letters in total were sent by the Trust between 1st October 2024 and 30th September 2025? Of those, how many and what percentage were: a) Posted locally (i.e. franked and sent out by the post room): b) Sent via hybrid mail (i.e. posted by your hybrid mail supplier): c) Sent digitally (i.e. published and read by the recipient via the NHS app):	3,023,883 *Breakdown figures for a, b & c are withheld on basis of cybersecurity threat.
2.	Of those letters posted locally or sent via hybrid mail between 1st October 2024 and 30th September 2025, how many were sent 1st class? Of those letters posted locally or sent via hybrid mail between 1st October 2024 and 30th September 2025, how many were sent via 2nd class?	644,338 2,379,545
3.	If you use a hybrid mail service: a) As of September 2025, who is your hybrid mail provider? b) Which frameworks do you use to tender for hybrid mail?	a) *Information withheld on basis of cybersecurity threat. b) RM6017

	c) What date was the agreement signed? d) When does the contract expire?	c) *Information withheld on basis of cybersecurity threat d) *Information withheld on basis of cybersecurity threat
4	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: What month and year did your patient portal or NHS app go live for online communications? *Month / Year* As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app: 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): % Does your hybrid mail supplier charge you for passing letters into your NHS app: *Yes / No* What were the total number of letters sent and read by patients via your patient portal or NHS app between 1st October 2024 and 30th September 2025 (i.e. read online)?	Information on Encompass Patient Portal is available online at https://belfasttrust.hscni.net/about/encompass/my-care-your-patient-portal/ *All other information is withheld on basis of cyber security.

5.	As of 2025, who manages digital transformation initiatives? Name: Phone: Email Address:	Director with responsibility for Digital Transformation: Name: Alastair Campbell, Director of Title: Performance, Planning & Informatics Tel: 028 9024 0503 Email: alastairx.campbell@belfasttrust.hscni.net
6.	As of 2025, who is your print room manager / manager of mailing operations? Name: Phone: Email Address:	The Print Room Manager details have been withheld, as we are not able to provide personal information under the Freedom of Information Act 2000 because this information is subject to Section 40(2) of the Freedom of Information Act – Personal information relating to a third party. This is deemed personal information about another individual and disclosure would breach one or more of the principles of the Data Protection Act. It is the protocol of Belfast Trust to make public names of employees of a senior standing – i.e. Band 8A and above. Those who fall below that band are exempt and so their names are withheld. Should you wish to contact someone concerning the Trust mailroom you can telephone Aidan McCrory, Logistics Senior Manager, Patient & Client Support Services, Tel: 028 9024 0503.

7.	As of 2025, who manages procurement for print and post solutions? Name: Phone: Email Address:	As per Question 6. Should you wish to contact someone concerning this, you can telephone Aidan McCrory, Logistics Senior Manager, Patient & Client Support Services, Tel: 028 9024 0503.

*All of this information is exempt from release under Section 31(1)(a) - Law Enforcement, Section 38 – Health and Safety and Section 43 – Commercial Interests.

Section 31(1)(a) states that information is exempt if its disclosure is likely to prejudice the prevention or detection of crime. ICO guidance states that this can be used to protect information on a public authority's systems, which would make it more vulnerable to crime. It can be used by a public authority that has no law enforcement function:

- To protect the work of one that does
- To withhold information that would make anyone, including the public authority itself, more vulnerable to crime.

Section 38 – Health & Safety states that information is exempt if its disclosure could lead to the physical or mental harm of, or endanger the safety of, individuals. Disclosure of the requested information would leave the Belfast Trusts digital infrastructure at significant risk of cyber security attack. A cyber-security attack may lead to the placing of sensitive health & social care information into the public domain and, as such, the Trust believes there is a link between the risk of endangerment for data subjects and the disclosure of the requested information. There would likely be a substantial detrimental effect on the physical or mental health of patients, clients, staff or their families should the requested information be released.

Section 43(2) states that information is exempt if its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). Disclosure of the requested information would leave Belfast Trusts digital infrastructure at significant risk of cyber security attack. This would compromise Belfast Trust's ability to provide Health and Care Services and carry on business-as-usual should the digital systems be compromised.

These exemptions are Qualified Exemptions and are therefore subject to a Public Interest Test (PIT).

I can confirm that we have now carried out a PIT and the outcome is to maintain the exemptions and withhold the information from release.