NHS
Cornwall and Isles of Scilly

Freedom of Information Act 2000
NHS Cornwall and Isles of Scilly Integrated Care Board's response to information request

Date request received: 14 September 2026
FOI ref: 108510
Date response sent: 09 October 2026

Requested information

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 ICB.

1. Who is the current supplier(s) for hybrid mail, print and post, or patient communication services used by the ICB?
2. Is this service provided under:
    - An ICB-wide patient communications, hybrid mail, print and post, or managed print contract?
3. Please provide:
    - Contract title
    - Supplier name
    - Contract start date
    - Contract expiry date
    - Any extension options and associated dates
    - Estimated annual contract value (if available)
    - Can you please provide the contact names & email addresses for the Managers responsible for Hybrid Mail
    - Who looks after Hybrid Mail in Procurement
4. Which procurement route was used?
    - Framework (please specify framework name)
    - Open tender
    - Direct award

Other (please specify)

Response

NHS Cornwall and Isles of Scilly ICB do not hold any contracts for this type of service. The ICB pays Cornwall Council a service charge that covers mail amongst other services.

Attachment(s)

None