

Dear [REDACTED]

I am writing to respond to your request [REDACTED] November 2015. Oxford University Hospitals NHS Foundation Trust can confirm that it holds the data that you requested.

It's difficult to calculate the exact cost of producing a patient letter as we produce a variety of different correspondence within Letter Production. We have managed to gather information we hold to give you approximate estimation considering the complexity.

The table below shows the approx. cost per item and the volume during November.

Nov-15					
Volumes	Materials Costs (inc VAT)	Staff Cost	Machine Cost (Inc VAT)	Total Cost	Nov-15 volume
Transcription Letters	£0.0152	£0.0280	£0.0084	£0.0516	50,055
EIDD's	£0.0502	£0.0280	£0.0084	£0.0866	15,507
Reminder Letters	£0.0240	£0.0280	£0.0084	£0.0604	14,254
Total Outpatient Letters					
Outpatient Letters without enc ~90%	£0.0240	£0.0280	£0.0084	£0.0604	77,941
Outpatient Letters with enc ~10%	£0.0391	£0.0280	£0.0084	£0.0755	8,660
SMS - 2 week	£0.0222	0	0	£0.0222	31,623
SMS - 2 day	£0.0222	0	0	£0.0222	37,946
Ad hoc mailing	£0.0279	£0.0280	£0.0084	£0.0643	4,000

Please note that on 1 November 2011 the Oxford Radcliffe Hospitals NHS Trust (ORH) merged with the Nuffield Orthopaedic Hospital NHS Trust (NOC) to form the Oxford University Hospitals NHS Trust (OUH). Our response reflects these changes. Therefore, we consider that Oxford University Hospitals Trust has released to you all of the information that it holds in relation to your request.

Internal review

If you are dissatisfied with the service or response to your request you can ask for an internal review by writing to:

[REDACTED] Director of Assurance, John Radcliffe Hospital, Headley Way, Headington, Oxford OX3 9DU.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office,

Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Telephone: 0303 123 1113 Website: www.ico.gov.uk

Provision of this information does not constitute permission for its commercial re-use in terms of the Re-Use of Public Sector Information Regulations 2005. You are free to use the information for your own use, including for non-commercial research purposes. The information may also be used for the purposes of news reporting. However, any other type of re-use will require permission from the Oxford University Hospitals NHS Trust.