

Case study: Hull and East Yorkshire Hospitals NHS Trust

Hull and East Yorkshire Hospitals NHS Trust has made two key changes to reduce its postal costs: the decreased use of first class mail and the switch from Royal Mail's second class to UK Mail's three day service.

The change of product and supplier has reduced the trust's postal costs by some 25 per cent. A three day delivery timeline is the default service and first class is used only when a clear business need exists. The Trust has found that the three day delivery timescale is sufficient for about 70 per cent of its correspondence (for example, patient appointment letters that are sent out well in advance). The three day service has been provided by UK Mail since January 2005, with Royal Mail remaining responsible for final delivery to the addressee. The trust does not sort the mail before passing it on to UK Mail. As the mail is unsorted and cannot be read by UK Mail's sorting machines, the end-to-end delivery is three days.

The main challenge arising from this change was convincing staff that the three day delivery timescale was acceptable. The Trust overcame this challenge by retaining the facility for staff to send approved mail first class and through weekly testing of the mail to monitor performance.


Source: National Audit Office examination of Hull and East Yorkshire Hospitals NHS Trust

Useful links

- www.psc.gov.uk - Postcomm's website, for more information on all aspects of the mail market, including contact details for all licensed operators and information on mail industry suppliers
- www.nao.org.uk - National Audit Office website with includes the report: *Improving the efficiency of postal services procurement in the public sector*.

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