



Ashford and St. Peter's Hospitals **NHS**
NHS Trust

Customer

Ashford and St Peter's Hospitals
NHS Trust

Location

Greater London

Security and post administrator

John Sermon

TNT Post Account Manager

Jason Taylor

Primary Business

Patient correspondence

Service provision

PremierSort, AllSort

Immediate benefits

- *Improved efficiency*
- *Improved management of correspondence*
- *Flexible collection times*
- *Reduced postage costs*
- *Increased productivity*

Long term benefits

- *Improved service levels*
- *Reduction in workload*
- *Reduction in costs*

NHS Trust put trust in TNT Post.

When **Ashford and St Peter's Hospitals NHS Trust** was seeking to reduce postal costs and improve efficiency, it was TNT Post that the Trust trusted.

Ashford and St. Peter's Hospitals NHS Trust sends high volumes of sensitive and time-critical correspondence to around 400,000 patients, including clinical test results and appointment information. It is therefore highly important that mail arrives safely and on time.

Following an internal review the Trust decided to put its postal services out to tender and appointed TNT Post for a number of reasons:

- A reputation for unparalleled account management and customer service.
- Number of depots in the area – alternative depots can be used if a problem arises.
- A flexible range of postal services that enables the Trust to manage high volumes of post effectively.

John Sermon, Security and Post Administrator at Ashford and St. Peter's Hospitals explains:

"Because of the serious nature of our patient correspondence, it is essential that we ensure prompt pickup, processing and delivery of post.

"TNT Post has maintained the same high level of service as our volumes have increased, and

we have every confidence this will continue to be the case in the future."

Since the Trust started working with TNT Post 18 months ago, its postal output has increased from 169,000 items per annum to over 350,000 items per annum and is set to grow even further.

TNT Post has implemented a number of time and cost saving measures. By ensuring return addresses are printed on all mail, the number of undelivered items has been significantly reduced, resulting in fewer missed appointments. Franking and associated labour costs of mailroom staff have also been cut.

The partnership has been such a success that the Trust is now considering using TNT Post to deliver larger items such as medicines and medical equipment.

John Sermon adds: "By saving money and improving efficiency, we are helping to ensure that the NHS is providing the most cost-efficient, quality service to the public. I wouldn't hesitate to recommend its services to others."

For further information about TNT Post mail services:

Call Customer Services on
0808 262 0808

Text TNT Post to 60123

E-mail enquiries@tntpost.co.uk

www.tntpost.co.uk