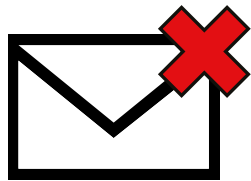# NHS Postal Issues

NHS Trusts lost almost **10,000** patient records across **68** hospitals in 2017
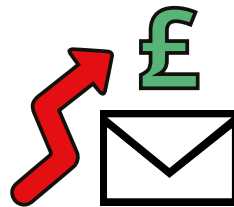
CONFIDENTIAL

Over 14 million items of post are lost every single year
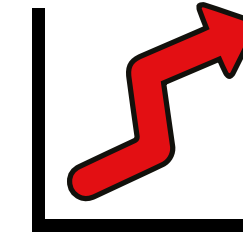
60% of NHS post simply put through the wrong letterbox
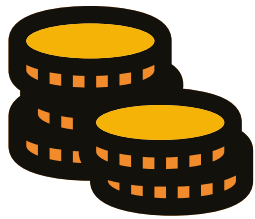
Only 75% of the first-class post was delivered within 24 hours in 2021
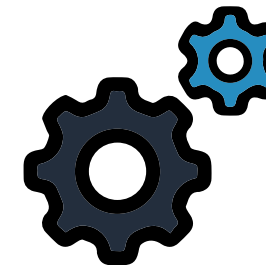
11% increase in postage rates in 2022

This increase could cost the NHS an additional **£11 million** per year in postal fees.

A 2018 report in The Times stated that NHS England spent an estimated **£100 million** on postage

778 GP Practices closed or changed address from 2013-2020

£30,000 per month spent by mail rooms on franking machines