



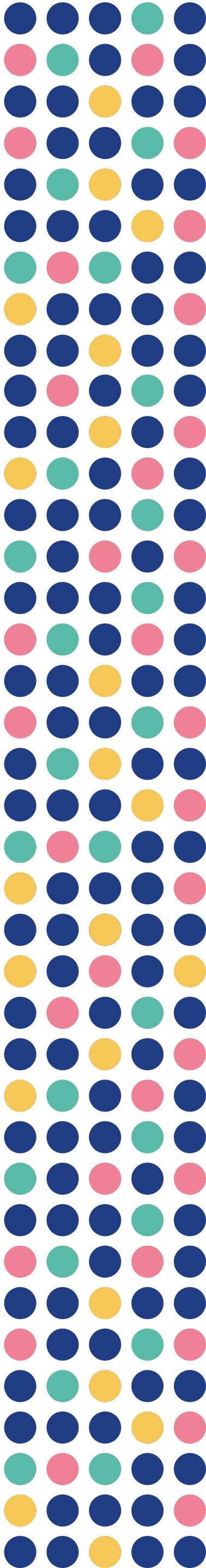
Cloud Software

Service Definition Document

G-Cloud 15

January 2026

penpole.co.uk

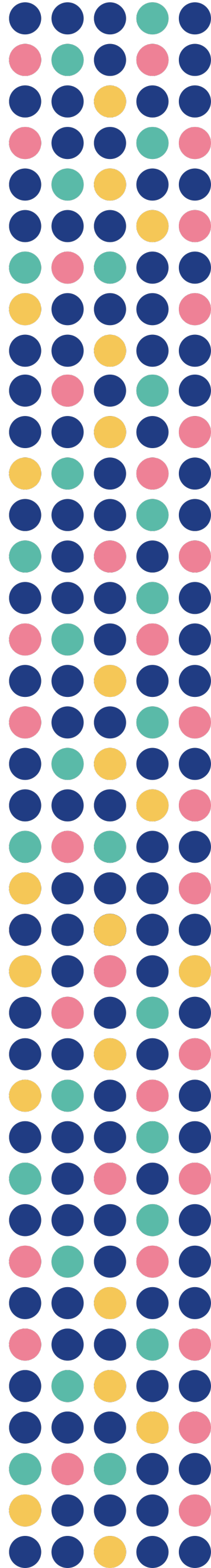




What we do

We help healthcare providers who are facing the challenge of fundamentally changing the way they work to achieve safer and more efficient patient care, by consistently delivering cost effective digital transformation programmes.

- We enjoy what we do.
- We build quality, long-lasting relationships.
- We keep our promises.
- We are disciplined.
- We don't cut corners.



Hybrid Mail

Service Description

NHS organisations send huge volumes of costly physical mail with mail needing to be printed, folded, inserted in an envelope and franked - then taken to Royal Mail. Our proven Hybrid Mail solution provides a single fully integrated Portal from which all patient communications can be managed, sent and audited.

Service Features

- Solution already proven and live within seventeen NHS providers
- Any host or mail application will work with Hybrid Mail
- Letter templates are standardised and NHS compliant
- Securely hosted within our client's network
- Single easy to use application for all patient communications
- Plug-in for Microsoft desktop applications (e.g. Word)
- Interfaces with any PAS or Portals (PKB, NHSApp etc.), DocMan
- Easy to use real-time and comprehensive Reporting
- GDPR and NHS Compliant (DPIA/DTAC/CSCR/HL etc.)
- Proven ROI with little, to no, up-front capital spending required

Service Benefits

- Quicker deployments achieved by leveraging previous lessons learned
- An average 42 pence per letter saving versus in-house printing
- Proven reductions in both DNAs and Waiting Lists
- Improved patient safety due to removal of local printing errors
- Unique suite of proven IG documentation will aid use
- Unique suite of proven letter templates will improve Patient communications
- Comprehensive Reporting ensures all letters are sent and are auditable
- Read receipts and RTSs inform alternative communication attempts
- Maximises clinics and clinicians' capacity and efficiency
- Administrative resource and infrastructure can be reallocated and reallocated