

Your response

Question	Your response
<p>Question 1: Do you agree that we have identified the correct aims, supporting principles and features of the USO? Do you consider that these should continue to be respected as far as possible when assessing potential changes to the USO?</p>	
<p>Question 2: Do you agree with our assessment of the direction of change in postal needs of residential (including vulnerable) users and SMEs? Are there other factors relevant to their future demand which we have not considered?</p>	
<p>Question 3: Do you agree with our assessment of the bulk mail market? Are there other factors relevant to its future evolution which we have not considered?</p>	
<p>Question 4: Are there specific events/changes that could trigger a significant change in demand for large mail users, including public services?</p>	
<p>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</p>	
<p>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</p>	

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<p>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</p>	
<p>Question 8: Do you agree with our analysis of the different options available to change the USO and the impact of those changes on residential (including vulnerable) users, SMEs and bulk mail users? If not, please explain why and set out any option(s) which we have not considered.</p>	
<p>Question 9: Which option(s) do you consider would be most appropriate to address the challenges we have identified, while also ensuring that users' needs are adequately met?</p>	
<p>Question 10: Do you have any other views about how the USO should evolve to meet users' needs?</p>	<p>Changes to USO will impact the safe and effective delivery of the current newborn screening programme and numerous critical components of healthcare that rely on rapid, daily letter delivery services.</p> <p>Firstly, the NHS newborn bloodspot screening programme ¹ collects a bloodspot card from every baby born in the UK (nearly 700,000 babies born in the UK each year) and is a critical programme seeking to diagnose rare but treatable disorders. The majority of the bloodspot cards collected by midwives are posted by the letter service to the screening laboratories, and rapid delivery is essential so that the tests can be processed, and any abnormal results can be actioned by the healthcare service urgently. Delay in delivery of these samples if the revised USO resulted in a less frequent or slower delivery service would impact on the safe and efficient clinical service, potentially resulting in direct harm to newborn babies if this led to a delay in the instigation of urgent medical treatment. The proposed revised costs associated with rapid delivery services would also result in a significant cost implication to the NHS and newborn screening programme.</p>

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	<p data-bbox="699 271 1326 331">¹ https://www.nhs.uk/conditions/baby/newborn-screening/blood-spot-test/</p> <p data-bbox="699 376 1385 1048">Secondly, many patients, both children and adults, who have a rare genetic metabolic disorder, rely on a regular rapid letter delivery service in order to deliver bloodspot cards they have obtained at home in order to provide regular monitoring of their condition. These bloodspot tests are needed to guide their highly specialised dietary and medical management, and for many patients are obtained and posted every 1-2 weeks. Being able to obtain these at home and post them to the specialist testing laboratories is critical and avoids the need for patients to travel to the specialist hospital for this frequent tests. Again, being able to ensure that samples are delivery on time, rapidly, and via a daily service, is essential in the safe and effective provision of their healthcare. Further, the increased cost proposals associated with the rapid delivery aspect of the revised USO will have a very significant financial impact on this group of patients who are already paying a significant cost for first class postage for this time-critical monitoring test samples.</p> <p data-bbox="699 1070 1385 1176">It is vital that the implications of the proposed changes to the USO on the delivery of these critical aspects of the national health service are taken in to consideration.</p>

Please complete this form in full and return to futurepostalUSO@ofcom.org.uk.