

Reference:	FOI.20787.26
Subject:	All Age Continuing Care (AACC) Service
Date of Request:	6 July 2026

Requested:

1. Is the All Age Continuing Care service you deliver managed directly by the Health board or contracted out?
2. Which AACC digital Case Management System is currently in use and when does the contract end?
3. What is the total contract value (and annual value, if available) of the current AACC service or digital case management system?
4. Are there plans to procure and implement a digital AACC case management solution in the next 12–24 months And if so, who is the best contact (name, role, email, and phone number)?

Clarified:

Patient Management System for the AACC process

Response:

1. Hywel Dda University Health Board (UHB) confirms that the Continuing Healthcare (CHC) service is managed in house.
2. - 4. The UHB does not hold the requested information as the contract was procured and managed on an All-Wales basis by the Procurement Services in NHS Wales Shared Services Partnership (NWSSP). We therefore recommend that you contact the Freedom of Information team in NWSSP who may be able to assist you further. Contact details are as follows:

shared.services@wales.nhs.uk or alternatively in writing to: NWSSP, Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.