

Reference:	FOI.20886.26
Subject:	Clinical Insourcing and Digital Outpatient Solutions
Date of Request:	30 June 2026

Requested:

Part A: Clinical Insourcing Services

1. Total Expenditure: > Please state the total expenditure by the Trust/Health Board on clinical insourcing services for the financial year 2025-2026.

If full-year audited data for financial year 2025-2026 is not yet finalised, please provide the most up-to-date provisional or 12-month data available.

2. Specialty and Provider Breakdown: > For the financial year 2025-2026 (April-March), please list all clinical specialties for which the Trust/Health Board utilised clinical insourcing services, alongside the name of the provider(s) used for each specialty.
3. Current Pipelines: > As of the date of this request, please confirm if the Trust/Health Board has any active (live) insourcing contracts in place. If yes, please specify the clinical specialty, the name of the supplier, the contract end date, and the procurement method used (direct award, Tender etc).

Part B: Digital Outpatient Solutions

4. Outpatient Digital Software & Suppliers: > Please provide the name of the primary software platform(s) and supplier(s) currently used by the Trust/Health Board to manage digital outpatients, virtual clinics, or remote patient monitoring aimed at reducing face-to-face appointments, along with the specialty this is used for.
5. Digital Outpatient Contract Details: > For the digital solution(s) identified in Question 4, please state the contract start date, contract end date, and total contract value.

Response:

Hywel Dda University Health Board (UHB) has considered the application of an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA) to the contract values requested, as they relate to third parties and disclosure would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers, as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has consulted with the two (2) providers, however, only one (1) response was received. Therefore, it has been decided that releasing all the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the provider's competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the contract costs for its Attend Anywhere provider, is greater than the interest in disclosing it, as it is anticipated that disclosure of the information would be likely to give unfair commercial advantage to their competitors.

However, as part of the consultation process and the Public Interest Test considerations, the provider for Patient Knows Best have consented to the disclosure of their contract costs. As a result, these have not been included within the Section 43 exemption, and the detail has been provided below.

1. The UHB confirms it spent £6,637,960.85 on clinical insourcing services, during the 2025/26 financial year.
2. The UHB provides within the table below, details of all clinical specialties it has utilised insourcing services for during the 2025/26 financial year, split by specialty and provider.

Speciality	Provider
Dermatology	ID Medical Group
Cardiology (Echocardiograms)	Elective Services
Ultrasound (Diagnostic Imaging)	Globe Locums
Neurology	Medinet Wales
Neurophysiology	Mediservices Healthcare LTD
Trauma and Orthopaedics (T&O)	Healthcare Business Solutions
Theatre Staff	Healthcare Business Solutions
Obstetric and Non-Obstetric Ultrasound Examinations	Globe Locums
Theatre Staff	ID Medical Group
Outpatients Appointments	SHS Partners
Diagnostic Procedures	ID Medical Group

3. The UHB provides within the table below, the active insourcing contracts in place, along with the clinical speciality, provider, contract end dates, tender route and procurement method used, as at 30 June 2026.

Speciality	Status	Provider	Contract End Date	Route	Framework
Dermatology	Active	ID Medical Group	31/03/2027	Mini Comp	All Wales
Cardiology (Echocardiograms)	Active	Elective Services	31/03/2027	Mini Comp	All Wales
Neurology	Active	Medinet Wales	31/03/2027	Mini Comp	All Wales
Neurophysiology	Active	Mediservices Healthcare LTD	31/03/2027	Mini Comp	All Wales
Obstetric and Non-Obstetric Ultrasound Examinations	Active	Globe Locums	31/03/2027	DAP2	All Wales
Theatre Staff	Active	ID Medical Group	31/03/2027	Mini Comp	All Wales
Outpatients Appointments	Active	SHS Partners	31/03/2026	Mini Comp	All Wales
Diagnostic Procedures	Active	ID Medical Group	31/03/2027	Mini Comp	All Wales

4. The UHB has applied an exemption under Section 21 of the FoIA, as some of the information requested is already within the public domain and is accessible by another means. Details on service areas where 'Docca' is utilised, has formed part of a similar Freedom of Information request previously answered by the UHB; FOI.19365.26 – Virtual Wards, is available on our disclosure log.

A link to the UHB's disclosure log webpage has been provided below:

[Disclosure Log - Hywel Dda University Health Board](#)

Please note:- when using the search function please search by title.

However, for the remaining two suppliers, the UHB provides within the table below, the primary software platform and suppliers it currently utilises to manage digital outpatients, virtual clinics, or remote patient monitoring aimed at reducing face-to-face appointments, along with the specialty this is used for.

Software Platform and Supplier:		Patient Portal - Patient Knows Best
Specialities:		
Hywel Dda Patient Portal	Chronic Pain	Neurology
Dermatology	Pharmacy	Rehabilitation Medicine
Trauma and Orthopaedics (T&O)	Pelvic Health	Oncology

Primary Care	Weight Management	Paediatrics
Respiratory	Physiotherapy	
Urology	Endocrinology	
Rheumatology	Cardiology	
Sexual Health	Neuro-Oncology	
Gastroenterology	Infectious Diseases	

Software Platform and Supplier:		Virtual Clinics – Attend Anywhere
Specialities:		
Addiction Services	Gastroenterology	Psychotherapy
Child & Adolescent Psychiatry	General Medicine	Public Health
Chronic Pain	General Psychiatry	Rehabilitation Medicine
Clinical Psychology	General Surgery	Respiratory Medicine
Community Mental Health	Haematology	Rheumatology
Community Nursing and Health Visiting	Medical Oncology	Sexual & Reproductive Health
Counselling	Obstetrics and Gynaecology	Therapies
Dental	Occupational Therapy	Trauma and Orthopaedic Surgery
Dermatology	Paediatrics	WAST Stroke Pre-Hospital Pilot
Dietetics	Palliative Medicine	
Endocrinology and Diabetes	Physiotherapy	

5. The UHB does not hold all the requested information as the 'Doccla' contract is managed by NHS Performance and Improvement (NHSP&I). We therefore recommend that you redirect this part of your request to the Freedom of Information Team in NHSP&I, who may be able to help you with your enquiry. Contact details are as follows:

foi.phw@wales.nhs.uk or alternatively in writing to: Freedom of Information Office, Public Health Wales, Floor 3, 2 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ

However, the UHB provides within the table below, the contract start and end dates, along with the contract values for the two remaining software platforms.

Provider	Contract Start Date	Contract End Date	Contract Value
Patient Knows Best	1 December 2025	30 November 2027	£297,606.00 (ex VAT)
Attend Anywhere	1 April 2026	30 September 2026	Section 43 exemption applied