

Reference:	FOI.20203.26
Subject:	Insourcing providers
Date of Request:	14 April 2026

Requested:

1. Has the Trust used any third-party insourcing providers to deliver clinical services within the last 12 months? If yes, please provide:
 - a. Provider name
 - b. Clinical specialty supported
 - c. Total spend per provider
 - d. Total spend per specialty
2. For each specialty where insourcing has been used, please provide the job title and name (if allowed) of the relevant budget holder.
3. Which clinical specialties currently have waiting list sizes or waiting times above the applicable national standard?
4. For any specialties above the national standard, is the Trust:
 - currently using insourcing providers, or
 - actively planning / procuring insourcing support?

Response:

1. Hywel Dda University Health Board (UHB) confirms that it has used third party insourcing providers to deliver clinical services, during the 2025/26 financial year. The UHB provides the information requested for questions a to d within the table overleaf.

a. Provider name	b. Specialty	c. & d. Total spend
Elective Services Ltd	Cardiology	£41,055.00
Healthcare Business Solutions UK Ltd	Cardiology	£38,879.00
Healthcare Business Solutions UK Ltd	Dermatology	£68,596.00
ID Medical	Dermatology	£173,802.00
Healthcare Business Solutions UK Ltd	ENT	£23,964.00
Practice Plus Group Hospitals Ltd	ENT	£52,704.00
Healthcare Business Solutions UK Ltd	Gastroenterology	£16,865.00
Healthcare Business Solutions UK Ltd	General Surgery	£73,271.00
Healthcare Business Solutions UK Ltd	Gynaecology	£45,114.00
Mediservices Healthcare Ltd	Neurophysiology	£143,300.00
Healthcare Business Solutions UK Ltd	Ophthalmology	£332,573.00
Spa Medica	Ophthalmology	£1,684,014.00
Healthcare Business Solutions UK Ltd	Orthopaedics	£232,546.00
Practice Plus Group Hospitals Ltd	Orthopaedics	£607,277.00
Inhealth Ltd	Radiology	£90,439.00
Healthcare Business Solutions UK Ltd	Urology	£174,776.00
Total		£3,799,175.00

2. Each of the specialties listed above has a Service Delivery Manager (SDM) that has budget holder responsibility. However, Andrew Carruthers, Chief Operating Officer has overall

operational responsibility and Huw Thomas, Executive Director of Finance has overall financial responsibility.

3. The UHB does not hold the information exactly as requested as NHS Wales does not have national target for waiting list size/volume. However, as at 31 March 2026, the UHB achieved the NHS Wales delivery target for Referral To Treatment (RTT) total pathway waiting times of no patient waiting more than one hundred and four (104) weeks in all specialties, except for Orthopaedics, where less than five (5) patients waited beyond the one hundred and four (104) weeks.
4. The UHB has contractual provisions in place with several insource providers for the provision of clinical services for the 2026/27 financial year. However, the UHB is not currently utilising additional clinical capacity provided by insource suppliers except for the following:
 - Contractual provisions are in place with the insource supplier utilised during the 2025/26 financial year to deliver the national Outpatient Insource initiative to complete any required post diagnostic clinical reviews/decisions for all patients by the end of May 2026.
 - Arrangements are in place for the supply of additional theatre nursing staff to supplement core staffing availability.

The UHB plans to utilise insource capacity associated with contracts currently in place, which remain under review.