

Reference:	FOI.17928.25
Subject:	Master Vendor (MV) and Neutral Vendor (NV) Services
Date of Request:	29 July 2025

Requested:

Master Vendor Service

1. Does your Trust have a Master Vendor service in place?
2. If yes, which agency provides this service?
3. What technology platform is used to manage this service?
4. What is the end date of the current agreement/contract?
5. What cost (if any) is incurred by the Trust for this service?
6. Which staffing groups are covered under the Master Vendor service?
7. What is the average fill rate achieved under this service over the past 12 months?

Neutral Vendor Service

8. Does your Trust have a Neutral Vendor service in place?
9. If yes, which agency provides this service?
10. What technology platform is used to manage this service?
11. What is the end date of the current agreement/contract?
12. What cost (if any) is incurred by the Trust for this service?
13. Which staffing groups are covered under the Neutral Vendor service?
14. What is the average fill rate achieved under this service over the past 12 months?

Response:

1. Hywel Dda University Health Board (UHB) confirms that it does have a MV service in place.
2. The agency providing the MV service is Medacs.
3. The platform used to manage the MV service is Patchwork QuickSight.
4. The end date of the current contract is 30 September 2026.
5. The costs incurred by the UHB were £325,807.74, during the period 30 September 2024 to 31 July 2025.

6. The staff groups covered under the MV service are Medical, Allied Health Professionals and Healthcare Scientists.
7. The MV service average fill rate was 93%, during the period 30 September 2024 to 31 July 2025.
8. The UHB confirms that it does not have a NV service in place.
9. – 14. Not applicable.