

<b>Reference:</b>	FOI.17702.25
<b>Subject:</b>	Medicines Management Software Solutions
<b>Date of Request:</b>	10 July 2025

**Requested:**

1. Current Solution
  - a. What medicines management software solution(s) are currently used by the Health Boards (or commissioned via the Health Boards) for prescribing decision support (for example ScriptSwitch, OptimiseRx, Eclipse)
  - b. Who is/are the software provider(s)?
  
2. Procurement and Contracting
  - a. What was the procurement route used (e.g., G-Cloud, NHS SBS, HSSF, open competition, direct award)?
  - b. What are the start and end dates of the current contract?
  - c. Are there extension options, and if so, what are the terms?
  - d. What termination provisions are in place, including notice periods?
  - e. Are there plans to re-procure, consolidate, or change the current medicines management solution in the next 12–24 months?
  
3. Cost Information
  - a. What is the annual or total contract value (please provide an exact figure or a cost range/band if exact values cannot be disclosed)?
  - b. What population is covered by your current solution?

**Response:**

Hywel Dda University Health Board (UHB) does not hold all of the information requested, as some of the systems are National systems in place across NHS Wales.

The UHB has identified three (3) Medicines Management Software Solutions it utilises. However, two (2) of these systems are either joined with another Health Board or via an All-Wales system managed by Digital Health Care Wales (DHCW). Details of the three (3) systems have been provided below:

- ScriptSwitch – joined with Aneurin Bevan University Health Board (ABUHB)
- Welsh Hospital Pharmacy Stock Management System (WHPSMS) – managed by DHCW
- Electronic Prescribing and Medicines Administration (EPMA)

We therefore recommend that you redirect your request to ABUHB and DHCW who may be able to assist you with your request. They can be contacted via the contact details provided below:

- [FOI.ABB@wales.nhs.uk](mailto:FOI.ABB@wales.nhs.uk)
- [DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@wales.nhs.uk) or alternatively in writing to: Digital Health and Care Wales, Ty Glan-yr-Afon, 21 Cowbridge Road East, Cardiff, CF11 9AD.

Furthermore, the UHB has applied an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA) to the contract costs requested for the EPMA system, in response to question 3a, as they relate to a third party 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 supplier, 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 third party and following receipt of their feedback has decided that releasing 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 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 question 3a, 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 competitors of the company concerned.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the information it holds for the EPMA system within the table below.

1a.	System used	EPMA
1b.	Software provider	Better Meds
2a.	Procurement route	Mini competition using DHCW, EPMA Services, Framework Agreement

2b.	Contract start and end dates	20 December 2024 to 19 December 2029
2c.	Extension options	Yes, 2 years
2d.	Termination provisions	Termination for Breach – twenty (20) working days Termination for Convenience – at least six (6) months
2e.	Plans to re-procure, consolidate, or change	No
3a.	Contract value	Section 43 exemption applied
3b.	Population covered	401,000