

<b>Reference:</b>	FOI.14494.24
<b>Subject:</b>	Patient information leaflets and e-consent systems
<b>Date of Request:</b>	23 May 2024

**Requested:**

Please provide the following information you have pertaining to patient information leaflets and e-consent within your Trust.

1. Does the Trust use a third-party provider to create/write, manage or track patient information leaflets?

If so, could you please provide the following information (if the Trust uses multiple third-party solutions, please provide details for all of these):

- a. The current supplier(s)
- b. Contract value(s) (per annum)
- c. Contract(s) renewal date(s)
- d. When did the Trust first start using this third-party?

2. Does the Trust have a software solution to manage patient e-consent? If yes, is this a standalone solution, or part of a wider electronic patient records system?

3. For the Trust's patient e-consent system(s), could you please provide the following information (if the Trust uses multiple third-party solutions, please provide details for all of these):

- a. The current supplier(s)
- b. Contract value(s) (per annum)
- c. Contract(s) renewal date(s)
- d. When did the Trust first start using this third-party?

4. Please could you indicate which solutions are used by each department in the Trust:

<b>Department</b>	<b>Patient information leaflets</b> <i>(e.g. third-party provider incl. name, no external solution used, not applicable)</i>	<b>E-consent</b> <i>(e.g. third-party provider incl. name, no external solution used, not applicable)</i>
Accident and Emergency (A&E)		
Diagnostic imaging / radiology		
Endoscopy		
Mental Health		
Obstetrics		
Oncology		
Paediatrics		
Surgical procedures (day-patient / in-patient)		
Surgical procedures (out-patient)		

**Response:**

1. Hywel Dda University Health Board (UHB) does not hold all of the information requested. The Welsh Risk Pool (WRP) within NHS Wales Shared Services Partnership (NWSSP) manages the All Wales contract with EIDO Healthcare, with access to a library of patient information.

We therefore recommend that you redirect these parts of your request to the Freedom of Information (Fol) Team in NWSSP, who may be able to help you with your enquiry. Contact details for NWSSP are as follows:-

[shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk) or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

The UHB's Patient Experience Team also manages the patient leaflet library, whereby the UHB saves their patient information leaflets, which can be accessed by UHB staff, as and when required.

Additionally, the UHB has a policy on the production of patient and carer information. As this information is already in the public domain, the UHB has applied a Section 21 exemption of the Freedom of Information Act 2000 (FoIA), as the information is accessible by another means. The following policy is available on the UHB's website:

- Policy 307 – Production of Patient and Carer Information Policy

For ease of reference, please click on the link provided below, which will take you directly to the policies and written control documents webpage:

[Policies and written control documents - Hywel Dda University Health Board \(nhs.wales\)](#)

2. The UHB confirms that it does not have a software solution to manage patient e-consent.
3. Not applicable.
4. Not applicable.