

Reference:	FOI.18709.25
Subject:	Printing, mail rooms and digital forms
Date of Request:	29 October 2025

Requested:

Print Room

1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?
2. Is this run by your own staff or outsourced to a third-party provider?
3. If run internally, how many full-time equivalent (FTE) run this facility?
4. Number of devices & model type/s?
5. Name of incumbent supplier?
6. Contract start / end date and length of any option to extend?
7. If outsourced, please advise contract start / end date and length of any option to extend?
8. Was this contract awarded through a framework? If yes, which one used?
9. Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced

External Print

10. Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)?
11. Name of incumbent supplier/s?
12. If this arrangement provided under contract, please advise start / end date and length of any option to extend?
13. Was this contract awarded through a framework? If yes, which one used?
14. Alternatively, was this awarded through a DPS arrangement?
15. Annual spend (ex VAT) for this service over the past 12 months?

Mail Room (Inbound and/or Outbound)

16. Do you have your own in-house Mail Room operation?
17. If yes, how is the service run - physical or digital mail distribution?
18. Is this run by your own staff or outsourced to a third-party provider?
19. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?

20. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?
21. Was this contract awarded through a framework? If yes, which one used?
22. Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced?
23. Do you use a Hybrid Mail service as part of your patient communications approach?
24. If yes, please
- name supplier
 - contract start/end date
 - framework through which this awarded.

Medical records / Digital Forms / Storage

25. Have you yet to start, partly started or completed scanning your medical records?
26. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier
27. Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)?
28. If you are not using a PiP approach, do you scan your end of episode material?
29. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier
30. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?
31. Finally, who at the Health Board is responsible for these arrangements?

Response:

1. Hywel Dda University Health Board (UHB) does not have a print room equipped with high-speed production devices to handle large volume printing.
2. - 9. Not applicable.
10. The UHB confirms that it does outsource print requirements to external suppliers.
11. The UHB provides below the external suppliers used:
- Mike Clarke Printing Ltd
 - Pro Print Solutions Ltd
 - Harlow Printing Ltd
 - Allens Printers Ltd
12. The UHB confirms it has a contract with Harlow Printing Ltd. The contract start date was 1 April 2024 and an end date of 5 April 2026. All other suppliers are used on an Ad-hoc basis, when required.

13. The contract with Harlow Printing Ltd was awarded through the All Wales AW-MIN-001 framework.

14. Not applicable.

15. The UHB provides within the table below, the total annual spend for outsourced printing, excluding VAT, by supplier, during the period 1 November 2024 to 31 October 2025.

Supplier	Spend
Mike Clarke Printing Ltd	£12,519.40
Pro Print Solutions Ltd	£35,993.22
Harlow Printing Ltd	241,459.10
Allens Printers Ltd	£640.00
Total	£290,611.72

16. The UHB confirms that it operates in-house mail rooms in each of its four (4) acute hospital sites; Bronglais General Hospital (BGH), Glangwili General Hospital (GGH), Prince Philip Hospital (PPH) and Withybush General Hospital (WGH).

17. The mail rooms are a physically run service.

18. The mail rooms are run and managed by UHB staff.

19. The UHB employs a 1.00 Whole Time Equivalent (WTE) in each of the four (4) hospitals to run/manage the mails rooms.

20. & 21. Not applicable.

22. The UHB does not hold all the information requested. However, the staff costs for the running of the mail rooms totals approximately £156,147.98 per annum.

23. The UHB does use a hybrid mail service for patient communications.

24. The UHB provides the requested information within the table below.

a.	Supplier	PSL Print Management Ltd
b.	Contract start date	01 August 2023
	Contract end date	01 October 2026
c.	Framework	NHS Shared Business Services (SBS) Framework for Patient/Citizen Communications and Engagement Solutions Framework SBS10175 Lot 9

25. The UHB has started scanning medical records, which is currently ongoing.

26. The initial phase of digitisation and scanning of medical records was completed by the following three (3) external providers:

- Restore
- Ricoh
- Swiss Post

However, the UHB plans to commence further digitisation and scanning of medical records internally; the date for implementation/commencement has yet to be agreed.

27. The UHB is not running a PiP approach and has not digitised all forms.
28. The UHB is not currently scanning end of episode material. However, this will be incorporated into the plans for further digitisation and scanning of documents.
29. The UHB stores medical records on-site at its clinical facilities but also has off-site facilities, which are managed by UHB staff.
30. The UHB uses the Trac online recruitment management system for the onboarding and administration of staff which interfaces with the Electronic Staff Record (ESR) system.
31. The UHB does not have one (1) person that oversees the arrangements for digitisation, mail, medical records and printing. However, the UHB provides below, the Executive Directors that have overall responsibility for each area:

Procurement and Digital:

Huw Thomas, Executive Director of Finance

Medical records and storage:

Andrew Carruthers, Chief Operating Officer

Mail rooms:

James Severs, Executive Director of Allied Health Professions and Health Science