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| Reference: | FOI.7042.21 |
| Subject: | Private and overseas healthcare information |
| Date of Request: | 30 September 2021 |

Requested:

Please can you complete the questions in the attached spreadsheet.

1. Does your organisation engage with any third- party suppliers that provide software or services which support private or overseas patients' healthcare services - for example advice on private patient strategy, recovery of private patient fees etc, in any of the below areas of work?

If yes, please state if the supplier was used to support private patients' services, overseas patients' services or both and fill out the following details in the below table:

| Areas of work | Private/ Overseas/ Both | Name of Supplier | Annual Cost 20/21 | Framework used to procure supplier | Contract Start date | Contract End date |
|------------------------------|-------------------------------|---------------------|-------------------------|--|---------------------------|-------------------------|
| IT Software | | | | | | |
| Revenue review | | | | | | |
| Reclaiming Invoices | | | | | | |
| Operational Review | | | | | | |
| Audit Services | | | | | | |
| Governance- PHIN*/ADAPT** | | | | | | |
| Consultancy/ Advisory | | | | | | |
| Other- Please specify | | | | | | |

2. Does the organisation have a dedicated private patient unit or self-contained space to treat private patients? If yes, please tick which of the below areas the organisation offers a private unit or self-contained space for:

| Patient Areas | Tick Below |
|---------------------------------|------------|
| Theatre | |
| Wards | |
| Intensive/ High Dependency Care | |
| Diagnostic services | |

3. Which specialties does your organisation offer care for within their private patient's service? If yes, please tick all relevant specialties in the table below:

| Treatment Speciality | Tick Below |
|--------------------------------|------------|
| Trauma & Orthopaedics | |
| Ophthalmology | |
| Gynaecology | |
| Gastroenterology | |
| ENT | |
| General Surgery | |
| Urology | |
| Cardiology | |
| Medical Oncology | |
| Plastic/Reconstructive Surgery | |
| Other- Please specify | |

*PHIN- Private Healthcare Information Network
****ADAPt- Acute Data Alignment Programme**

Response:

Hywel Dda University Health Board (UHB) provides the information as requested within the attached spreadsheet, at Attachment 1.

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested for question 1, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

CCI Credit Management provide services across the UHB and not solely for private and overseas patients. Therefore, in order to provide you with the data requested, the UHB would need to undertake a manual search of all CCI Credit Management invoices, to identify the annual cost of reclaiming invoices for private and overseas patients, as the information is not recorded in an accessible manner.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.