

Reference:	FOI.19384.26
Subject:	Products, services and systems
Date of Request:	23 January 2026

Requested:

I would like to request the following information regarding existing contracts for the products and services listed below that are used within Hywel Dda Health Board.

Product/Service	Provider(s)	Contract End Date	Contract owner (ICB/Practice)	Framework provider (if applicable)	Contract value
Document Management system					
Online Consultation/ Patient Triage					
Medicines Optimisation					
Capacity & Demand					
Patient check in system					

Response:

Hywel Dda University Health Board (UHB) has considered the application of an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA) to the contract values requested, as they relate to third parties 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 suppliers, 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 four (4) third parties and has taken their comments into consideration. It has therefore been decided that releasing all 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 its Medicines Optimisation and Document Management systems, 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 companies concerned.

However, as part of the consultation process and the Public Interest Test considerations, Attend Anywhere and Vitalhub have consented to the disclosure of their contract costs and as such, these have not been included within the Section 43 exemption and have been provided within the table overleaf.

Additionally, the UHB is unable to provide you with all the information requested, as it is estimated that the cost of answering your request would exceed the "appropriate limit" as stated in the Freedom of Information Act 2000 (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.

Capacity and demand is a broad term, with the majority of IT systems in place across the UHB managing capacity and demand in one way or another, covering many service areas across the UHB. To identify the requested information, the UHB would be required to contact all of its teams and services to ascertain if they have a system in place, as this information is not recorded centrally.

The UHB can confirm that it has one hundred and forty-seven (147) services and teams listed on its website. Therefore, contacting each of these services to identify any systems in place relating to capacity and demand, would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of teams that would need to be contacted, conducting a search would far exceed the 'appropriate limit', costing the UHB the following:

147 @ 15 minutes per item = 36.75 hours
36.75 hours @ £25 per hour = £918.75

The UHB is therefore applying an exemption under Section 12 of the 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.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requestor to further refine their request.

The UHB suggests that you may refine your request further by providing a more specific service or area you require the information for, i.e. staff, training, consumables, beds, equipment, infrastructure, drugs etc. This more specific detail may assist the teams with identifying the information required.

The UHB provides the accessible information it holds for the systems listed, within the tables below.

Product/Service	Document Management System	Online Consultation/ Patient Triage
Provider	Civica - CITO	Attend Anywhere
Contract end date	31 March 2027	31 March 2026
Contract owner	Head of Digital Operations - DigitalSeniorTeam.hdd@wales.nhs.uk	
Framework	P0332 - London Procurement Partnership (LPP) – Digital Document Solutions – Solution 6: EDRMS	P0274 - Insight Direct UK Ltd under the Health Trust Europe (HTE) framework – ComIT3
Contract value	Section 43 exemption applied	£46,949.00

Product/Service	Medicines Optimisation	Patient check in system
Provider	Better Meds - Electronic Prescribing and Medicines Administration (EPMA)	Vitalhub - Intouch
Contract end date	31 March 2030	20 October 2027
Contract owner	Head of Digital Operations - DigitalSeniorTeam.hdd@wales.nhs.uk	
Framework	P0003 - All Wales Framework for Hospital Electronic Prescribing and Medicines Administration (HEPMA)	P0281 - NHS Shared Business Services (SBS) Audio Visual Solutions and Integrated Operating
Contract value	Section 43 exemption applied	£138,746.00