

Reference:	FOI.15291 – 15924.24
Subject:	Recruitment and insourcing
Date of Request:	8 November 2024

Requested:

Doctor Recruitment

1. Please confirm how many Temporary Doctors jobs were filled by agencies and provide a breakdown of the specialty and grade between June 2024 and October 2024.
2. Please confirm your agency spend for Temporary Doctors between June 2024 and October 2024. Can this please be broken down by grade and specialty.
3. Please confirm how many agency Temporary Doctor jobs were filled by off-framework agencies, and the spend attached to this.
4. Please can you confirm if a DE platform / PSL or tiered system is in place if so, please confirm the structure.
5. What is the DE to non-DE spend from June 2024 to October 2024?
6. Does the Health Board have a projected agency usage plan for the coming year, and are there specific goals for reducing agency dependency?
7. Long-Term Cost-Reduction Strategy: Is there a long-term strategy in place to reduce agency nursing costs or transition to alternative staffing models?

Nursing Recruitment

1. Please confirm the number of shifts sent to agencies for fulfilment per month for Band 5 and Band 6 Nurses, broken down by specialty (e.g., A&E, ITU) from June 2024 to October 2024.
2. Please confirm the number of shifts that were filled by agencies each month from June 2024 to October 2024.
3. Please confirm any specific days, weeks, or months during which agency usage is consistently highest.
4. Please provide the agency spend per month by nursing band (e.g., Band 5, Band 6) for agency nurses, from June 2024 to October 2024
5. Please provide a breakdown of the filled Nursing shifts by agency on a monthly basis over the period from June 2024 to October 2024.
6. Please confirm the number of Nursing hours filled by off-framework agencies, broken down by month, between June 2024 and October 2024.
7. Please provide details of the Health Boards spend per month for each nursing agency supplier during the period of June 2024 to October 2024.

8. Please confirm if a Preferred Supplier List (PSL) or tiered system is in place for Nursing agency engagement.
9. How many different agencies does the Health Board engage with monthly to fill nursing shifts, and is there a limit on the number of agencies used?
10. Does the Health Board have a projected agency usage plan for the coming year, and are there specific goals for reducing agency dependency?
11. If you answered yes to the above question, what are they?
12. Is there a long-term strategy in place to reduce agency nursing costs or transition to alternative staffing models?
13. If you answered yes to the above question, what are they?

Insourcing

1. What criteria does the Health Board use to decide whether to insource or outsource medical services?
2. Can you provide details on the procurement process for selecting third-party providers for insourcing and outsourcing projects?
3. What internal governance or oversight processes are in place to monitor the decision-making behind insourcing and outsourcing initiatives?
4. How many direct awards have the Health Board engaged with between October 2023 to October 2024?
5. Please provide the specialty with total value of contracts awarded for insourcing projects between October 2023 to October 2024.
6. Please provide the specialty with total value of contracts awarded for outsourcing projects between October 2023 to October 2024.
7. What percentage of your budget was allocated to insourcing and outsourcing medical services Between October 2023 to October 2024?
8. Are there any plans to increase or decrease the use of insourcing or outsourcing medical services from October 2024 – October 25?
9. What long-term strategy does the Health Board have in place regarding the use of external providers for medical services?
10. Can you provide the names of the third-party providers involved in insourcing and outsourcing projects between October 2023 to October 2024.

11. How have insourcing and outsourcing projects impacted patient waiting times in the specialty areas you have previously mentioned?

Permanent Recruitment

1. Please provide the names of framework agencies you have used to fill your permanent roles between April 2024 and October 2024.
2. Please provide the names of NON framework agencies you have used to fill roles between April 2024 and October 2024.
3. For each agency, can you specify the types of roles (e.g., nursing, doctors, AHP positions) they were contracted to recruit?
4. Please provide a breakdown of the number of positions filled through each agency by job role and department.
5. What is the expenditure on international agency recruitment projects for permanent positions between April 2024 and October 2024 for Doctors?
6. What is the expenditure on international agency recruitment projects for permanent positions between April 2024 and October 2024 for Nurses?
7. What is the expenditure on NON-International agency recruitment projects for permanent positions between April 2024 and October 2024 for Doctors?
8. What is the expenditure on NON-International agency recruitment projects for permanent positions between April 2024 and October 2024 for Nurses?
9. What criteria does the Health Board use to decide to engage an external agency for permanent recruitment?

Response:

FOI.15921 - Doctor Recruitment

1. Hywel Dda University Health Board (UHB) provides within the tables below and overleaf, the number of positions filled by agency doctors, by grade and specialty, as recorded by the Workforce Efficiency Team, during the period 1 June to 31 October 2024.

Month	Unscheduled Care	Women and Children (W&C)
June	7 Consultant 2 Specialty doctor 1 Specialist Training Year 1 (ST1) 1 Specialist Training Year 3 (ST3)	0
July	7 Consultant 6 Specialty doctor 2 ST1	1 Consultant
August	7 Consultant	0

	6 Specialty doctor 2 ST1	
September	5 Consultant 2 Specialty doctor 6 ST1	1 Consultant
October	9 Consultant 3 Specialty doctor 6 ST1	2 Specialty doctor

Month	Mental Health and Learning Disabilities (MH&LD)	Planned Care
June	3 Consultant	2 Consultant 1 ST1 1 ST3 1 Foundation Year 2 (F2)/ST1
July	4 Consultant	2 Consultant 1 Specialty doctor 1 ST1 1 F2/ST1
August	4 Consultant	2 Consultant 1 Specialty doctor 1 F2/ST1 1 ST1
September	3 Consultant 1 Specialty doctor	1 Consultant 1 Specialty doctor 1 F2/ST1 2 ST1
October	3 Consultant 1 Specialty doctor	1 Consultant 1 Specialty doctor 1 ST1 1 F2/ST1

Please note:- the data provided for questions 1 and 2 is recorded by two (2) different systems.

- The UHB provides within the table overleaf, the total spend on agency doctors, as held on the Finance system, by grade and specialty, during the period 1 June to 31 October 2024.

Grade	Specialty	Total
Consultant	Accident Emergency (A&E)	£380,182.23
	Blood Sciences	£156,676.61
	General Medicine	£411,139.99
	General Surgery	£84,558.38
	Histopathology	£86,931.26
	Ophthalmology	£76,183.11
	Paediatrics	£21,097.79
Specialty doctor	A&E	£73,562.45
	General Medicine	£88,112.07
	General Surgery	£51,218.75
F2	General Surgery	£56,338.44
ST1	A&E	£35,524.33
	General Medicine	£4,330.44
	General Surgery	£205.8
	Orthopaedic	£50,333.32
ST3	A&E	£39,162.13
	General Medicine	£26,869.25
Total		£1,642,426.35

- The UHB confirms that it has not used off-framework agencies for agency doctors; therefore, there is no spend.
- The UHB confirms that it has a Direct Engagement (DE) platform in place through Medacs Healthcare.
- The UHB provides, within the table below, the DE and non-DE spend, during the period 1 June to 31 October 2024.

Platform	Spend
DE	£1,532,670.42
Non-DE	£109,755.91

- The UHB confirms that it does have a projected agency usage plan for the 2025/26 financial year, which has specific goals for reducing agency dependency.
- The UHB confirms that it has always had a long-term cost reduction strategy in place to reduce variable pay costs, including nursing agency costs. This strategy has been reported to our People and Organisational Development Committee and includes the reduction of variable pay as a percentage of its substantive pay.

FOI.15922 - Nursing Recruitment

- The UHB provides within the table below, the number of Agenda for Change (A4C) Band 5 and 6 nursing shifts sent to agencies to fill, by specialty and month, during the period 1 June to 31 October 2024.

Specialty	June	July	August	September	October
Cardiovascular Services	188	174	208	164	170
Community	36	40	24	31	30
Emergency Services & Site Management	1,561	1,482	1,362	1,223	991
Medical	886	884	733	526	369
MH&LD	57	38	45	41	1
Planned Care	307	213	71	71	88
Surgical Wards	492	449	403	353	309
W&C	116	68	52	38	29

2. The UHB provides within the table below, the number of nursing shifts filled by agencies, by month, during the period 1 June to 31 October 2024.

Month	Number
June	3,451
July	3,281
August	2,798
September	2,332
October	1,893

3. The UHB confirms that agency usage is not consistently higher at any time.

4. The UHB provides within the table below, the spend for A4C Band 5 agency nurses, by month, during the period 1 June to 31 October 2024. There was no spend for Band 6 agency nurses during this period.

Month	Spend
June	£1,479,158.33
July	£1,340,296.94
August	£1,164,284.49
September	£988,045.24
October	£724,398.55

5. The UHB provides within the table overleaf, the number of agency nursing shifts filled, by agency and month, during the period 1 June to 31 October 2024.

Agency	June	July	August	September	October
Allied & Clinical	2	0	0	0	0
ASA Medical Solutions	70	129	122	116	83
Bluestone	32	45	32	18	0
Capital Staffing Services	37	30	14	4	0
Castlerock Recruitment	19	23	6	17	0
Concept Care Solutions	330	307	332	255	214
Direct Medics	33	14	3	0	0
Direct Nursing Services	257	151	0	0	0
Eleventh Hour Medical	12	0	17	18	0
Enferm Medical	172	168	158	121	133
ID Medical	99	353	201	125	98

Med Team	29	32	44	33	0
MedicsPro	187	232	204	207	143
MPS Healthcare	44	33	46	34	0
National Locums	449	335	359	404	274
Next Steps Nursing	231	224	157	101	129
NISI Staffing	33	31	35	29	0
Pro Nursing	68	93	37	7	0
Randstad Nursing	30	15	5	0	0
RedSpot Group	94	69	28	12	8
Richmond Nursing Agency	178	167	198	155	171
The Placement Group Ltd	4	0	0	0	0
WNA Healthcare	540	540	513	454	432
Your Nurse	44	71	80	75	99
Your World Recruitment	457	219	207	150	109

6. The UHB confirms that it has not used any off-framework nursing agencies.

7. The UHB provides within the table overleaf, the nursing agency spend, by agency and month, during the period 1 June to 31 October 2024.

Agency	June	July	August	September	October
Allied & Clinical	£590.78	£0.00	£0.00	£0.00	£0.00
ASA Medical Solutions	£34,404.16	£63,709.46	£59,233.47	£51,993.06	£31,507.34
Bluestone	£11,830.24	£15,094.52	£9,516.95	£6,141.02	£0.00
Capital Staffing Services	£15,333.21	£13,111.96	£5,897.60	£1,442.17	£0.00
Concept Care Solutions	£142,232.56	£122,679.54	£136,702.79	£108,045.18	£89,324.59
CRG Healthcare	£9,195.70	£10,866.14	£2,970.23	£8,695.61	£0.00
Direct Medics	£15,476.84	£7,001.43	£1,278.44	£0.00	£0.00
Direct Nursing Services	£78,596.81	£44,903.19	£0.00	£0.00	£0.00
Eleventh Hour Medical	£5,093.66	£0.00	£6,242.60	£5,262.60	£0.00
Enferm	£76,471.87	£65,496.05	£71,183.68	£54,460.75	£52,904.76
ID Medical	£38,283.50	£150,040.27	£73,227.06	£40,099.93	£24,817.55
MedPro Healthcare	£94,689.13	£123,901.84	£95,219.81	£93,638.49	£56,667.74
MedTeam	£9,362.39	£9,309.60	£14,407.43	£10,750.86	£0.00
MPS Healthcare	£19,679.77	£14,962.87	£18,907.81	£16,269.81	£0.00
National Locums	£226,726.36	£154,834.86	£186,555.63	£204,775.87	£124,264.37
NISI Staffing	£11,362.14	£11,907.82	£13,254.26	£10,950.05	£0.00
Next Steps Nursing	£94,402.70	£90,304.29	£57,849.27	£36,620.51	£40,502.03
Pro Nursing	£27,773.86	£31,824.25	£12,222.03	£1,814.16	£0.00
Randstad Nursing	£12,040.92	£3,968.92	£1,781.82	£0.00	£0.00
RedSpot Group	£33,904.91	£23,693.12	£9,210.14	£4,361.49	£2,882.11
Richmond Nursing Agency	£58,281.39	£47,307.30	£53,419.49	£42,960.05	£40,281.67
The Placement Group Ltd	£899.04	£0.00	£0.00	£0.00	£0.00
WNA Healthcare	£225,870.21	£215,808.83	£213,798.52	£190,725.95	£180,249.36
Your Nurse	£22,378.12	£33,101.90	£38,732.59	£35,828.64	£44,253.71
Your World	£214,278.06	£86,468.78	£82,672.87	£63,209.04	£36,743.32

8. The UHB confirms that it uses agencies on the All Wales Framework Agreement.

9. The UHB confirms that it engages with eleven (11) nursing agencies and there is no limit on the number of agencies used.
10. Please see response to question 6 of FOI.15921.
11. The UHB confirms that its projected plan for the reduction in agency usage is to reduce vacancy levels; utilising recruitment avenues to minimise unfilled shifts through vacancies.
12. The UHB confirms that it does have a long-term strategy in place to reduce agency nursing costs.
13. Please see response to question 7 of FOI.15921.

FOI.15923 – Insourcing

1. The UHB does not hold a specific criteria. However, insourcing and/or outsourcing would only be considered when all core capacity is filled or there is reduction of availability for services.
2. The UHB confirms that providers are selected via the All-Wales Framework Agreement for Outsourcing and Insourcing of Clinical, Surgical or Diagnostic Services.
3. The UHB works collaboratively within a full governance process, which is clinically led, to monitor insourcing and outsourcing initiatives; working with the Procurement Team to review bids received via the appropriate tender process. The delivery and costs of these services are monitored by the stakeholders and the process is agreed by the Financial Control Group.
4. The UHB confirms that it has not engaged any direct awards, during the period 1 October 2023 and 31 October 2024. All awards have gone through the Expression of Interest (EOI) and mini competition process as part of the All-Wales Framework Agreement.
5. The UHB does not hold the information exactly as requested. However, the UHB provides within the table below, the total value of the insourcing contracts awarded during the period 1 October 2023 to 1 October 2024.

Contract area	Contract value
Transthoracic Echocardiograms	£170,000.00
Dermatology	£263,369.00
Ultrasound Examinations	£381,293.75
Endoscopy	£119,352.00
Neurology	£208,000.00

6. The UHB does not hold the information exactly as requested. However, the UHB provides within the table below, the total value of the outsourcing contracts awarded, during the period 1 October 2023 to 1 October 2024.

Contracted service	Contract value
Orthopaedic Procedures (hips and knees)	£3,316,027.61
Ophthalmology Services	£556,840.00
Urology Procedures	£262.826.00

7. The UHB confirms that insourcing and Outsourcing activity across treatment and diagnostic pathways accounted for 0.2% of the UHB's budget during the period 1 October 2023 to 1 October 2024.
8. The UHB confirms that the use of insourcing and outsourcing of medical services is likely to increase due to Welsh Government (WG) Waiting List Initiatives (WLI) and associated funding, during the period 1 October 2024 to 1 October 2025.
9. The UHB confirms that it is working towards the targets set by WG.
10. The UHB provides below, the names of the third-party providers involved in insourcing and outsourcing projects, during the period 1 October 2023 to 1 October 2024.
 - Medinet Wales Ltd
 - Circle Health Group
 - Practice Plus Group
 - Globe Locums Limited
 - Spa Medical Limited
 - BMI Werndale
 - Nuffield Health
 - Sancta Maria
 - ID Medical Group
 - Emerson Green
11. The UHB confirms that insourcing and outsourcing projects are supporting the UHB in working towards the WG measures currently in place to reduce waiting times and meet the recommended targets.

FOI.15924 - Permanent Recruitment

1. The UHB confirms that it used the on-framework agencies IMG Connect and Vobis to fill its permanent Medical and Dental (M&D) positions, during the period 1 April and 31 October 2024. No agencies have been utilised to recruit other staff groups.
2. The UHB does not use off-framework agencies.
3. & 4. The UHB provides within the table below, the number of M&D staff recruited, by agency, job role and department, during the period 1 April and 31 October 2024.

Agency	Job role	Department	Number
IMG Connect	Locum Consultant	Histopathology	2
		Radiology	1
Vobis	Specialty Doctor	Diabetes	1

5. The UHB confirms that it has not recruited any medical staff via international recruitment agency projects, during the period 1 April to 31 October 2024; therefore, the expenditure is zero.
6. The UHB confirms that it has not recruited any nursing staff, via international recruitment agency projects, during the period 1 April to 31 October 2024; therefore, the expenditure is zero.
7. The UHB confirms that it has not recruited any medical staff via non-international agency recruitment projects, during the period 1 April to 31 October 2024; therefore, the expenditure is zero.

8. The UHB confirms that it has not recruited any nursing staff via non-international agency recruitment projects, during the period 1 April to 31 October 2024; therefore, the expenditure is zero.
9. The UHB confirms that all other recruitment methods would have needed to have been exhausted e.g. traditional advertising, recruitment advertising, local or national advertising/promotional campaigns, before considering engaging an external agency for permanent recruitment.