

Reference:	FOI.9139.22
Subject:	Staffing agencies
Date of Request:	10 June 2022

Requested:

Under the Freedom of Information Act (FOIA) 2000, I am sending this written request in order to obtain the below information:

1. Which Recruitment/Staffing agencies supplied Nursing or HCA staff in the following periods:
EITHER
Financial years 2019/2020
2020/2021
2021/2022

OR
Calendar years 2019
2020
2021
2. What was the value of Spend with each of the above agencies, for Nursing or HCA agency staff supply?
3. Which Recruitment/Staffing agencies supplied Nursing or Agency staff to you under a Framework Agreement?
4. What were the total hours/shifts and the relevant value of spend, for each of those Recruitment/Staffing agencies for the supply of Nursing or HCA agency staff, for the following periods?
EITHER
Financial years 2019/2020
2020/2021
2021/2022

OR
Calendar years 2019
2020
2021
5. Which Recruitment/Staffing agencies supplied Nursing or Agency staff to you outside of any Framework Agreements ("Off-Framework")?
6. What were the total hours/shifts and the relevant value of spend for each of those Recruitment/Staffing agencies for the supply of Nursing or HCA agency staff, for the following periods?
EITHER
Financial years 2019/2020
2020/2021

2021/2022

OR

Calendar years 2019
2020
2021

7. How many unfilled Nursing and HCA hours/shifts did the Trust have for the following periods?

EITHER

Financial years 2019/2020
2020/2021
2021/2022

OR

Calendar years 2019
2020
2021

8. How many Substantive vacancies remained unfilled during the following periods?

EITHER

Financial years 2019/2020
2020/2021
2021/2022

OR

Calendar years 2019
2020
2021

Response:

1. Hywel Dda University Health Board (UHB) provides, within the table below, the nursing agencies utilised, during the financial years 2019/20, 2020/21 and 2021/22.

Nursing agencies				
2019/20		2020/21		2021/22
Allied & Clinical Recruitments LTD		Allied & Clinical Recruitments LTD		Allied & Clinical Recruitments LTD
ASA Medical Solutions Ltd		ASA Medical Solutions Ltd		Altrix Technology LTD
Bluestones Medical		Bluestones Medical		ASA Medical Solutions Ltd
Concept Care Solutions		Concept Care Solutions		Bluestones Medical
CRG Healthcare & Medical Staffing Ltd		CRG Healthcare & Medical Staffing Ltd		Capital Staffing Services Ltd
Cromwell Medical Staffing		Direct Nursing Services LTD		Care Providers Recruitment Ltd
Direct Nursing Services LTD		Eleventh Hour Medical Ltd		Concept Care Solutions Ltd
Eleventh Hour Medical Ltd		Enferm Medical Ltd		Coyle Personnel Plc
Enferm Medical Ltd		ID Medical		CRG Healthcare & Medical Staffing Ltd

ID Medical		Liquid Personnel Ltd		Daytime Healthcare Recruitment Ltd
Liquid Personnel Ltd		Medsol Healthcare Services		Direct Medics
Mayday Healthcare Plc		Med Team Primary Care Services		Direct Nursing Services LTD
MBands Ltd		MPS Healthcare Ltd		Eleventh Hour Medical Ltd
Medacs Healthcare Plc		MSI Recruitment Ltd		Enferm Medical Ltd
Medsol Healthcare Services		Nationwide Nursing Ltd		Hanson Grey Ltd
Med Team Primary Care Services		Next Steps Nursing Ltd		Healthcare Recruiters LTD
MPP Agency		Penguin Recruitment Ltd		Hoop Resourcing Ltd
MPS Healthcare Ltd		Randstad Care		I Care 24 Ltd
MSA		Richmond Nursing Agency Ltd		ID Medical
Next Steps Nursing Ltd		The Placement Group Nursing Ltd		Interact Medical
Richmond Nursing Agency Ltd		Thornbury Nursing Services		Liquid Personnel Ltd
The Placement Group Nursing Ltd		Trinity Nursing Services Ltd		Medacs Healthcare Plc
Thornbury Nursing Services		TXM Healthcare Ltd		Medics Pro Ltd
Trinity Nursing Services Ltd		Wimborne Nursing Agency Ltd		Medsol Healthcare Services
Tripod Nursing Ltd		Your Nurse Ltd		Med Team Primary Care Services
TXM Healthcare Ltd		Your World Nursing Ltd		MPS Healthcare Ltd
Wimborne Nursing Agency Ltd				MSI Recruitment Ltd
Your Nurse Ltd				My Locum Ltd
Your World Nursing Ltd				Nationwide Nursing Ltd
				Next Steps Nursing Ltd
				Presto Nursing
				Pro Nursing Healthcare Ltd
				Pulse Healthcare Ltd
				Randstad Care
				RedSpot Care Ltd
				Richmond Nursing Agency Ltd
				Seven Nursing
				The Placement Group Nursing Ltd
				Thornbury Nursing Services
				Trinity Nursing Services Ltd
				Temporary Staffing Agency Ltd
				TXM Healthcare Ltd
				Vetro Health Ltd
				Wimborne Nursing Agency Ltd
				Your Nurse Ltd
				Your World Nursing Ltd

2. The UHB provides, within the table below, the total spend with each of the above nursing agencies, for both On and Off- Frameworks, during the financial years, 2019/20, 2020/22 and 2021/22.

Nursing agencies	Spend		
	2019/20	2020/21	2021/22
Allied & Clinical Recruitments LTD	£156,348.00	£66,785.00	£294,111.00
Altrix Technology LTD	£0.00	£0.00	£79,719.00
ASA Medical Solutions Ltd	£1,506,242.00	£1,580,231.00	£1,743,526.00
Bluestones Medical	£48,191.00	£4,433.00	£96,376.00
Capital Staffing Services Ltd	£32,638.00	£0.00	£58,130.00
Care Providers Recruitment Ltd	£0.00	£0.00	£1,436.00
Concept Care Solutions Ltd	£1,748,050.00	£2,049,949.00	£2,255,115.00
Coyle Personnel Plc	£0.00	-£1,974.00	£0.00
CRG Healthcare & Medical Staffing Ltd	£905,076.00	£205,146.00	£8,511.00
Cromwell Medical Staffing	£15,416.00	£0.00	£0.00
Daytime Healthcare Recruitment Ltd	£0.00	£0.00	£349,821.00
Direct Healthcare 24 Ltd	£0.00	£0.00	£38,481.00
Direct Nursing Services LTD	£1,038,861.00	£601,753.00	£634,321.00
Eleventh Hour Medical Ltd	£92,979.00	£115,829.00	£266,603.00
Enferm Medical Ltd	£54,014.00	£7,974.00	£819,168.00
Hanson Grey Ltd	£0.00	£0.00	£179,746.00
Healthcare Recruiters LTD	£0.00	£0.00	£569.00
Hoop Resourcing Ltd	£0.00	£0.00	£1,239.00
I Care 24 Ltd	£0.00	£0.00	£166,605.00
ID Medical	£18,844.00	£13,036.00	£450,306.00
Liquid Personnel Ltd	£106,726.00	£107,096.00	£95,550.00
Mayday Healthcare Plc	£11,722.00	£0.00	£0.00
MBands Ltd	£10,409.00	£465.00	£0.00
Medacs Healthcare Plc	£55,209.00	£31,849.00	£149,080.00
Medics Pro Ltd	£112,172.00	£6,722.00	£21,121.00
Medsol Healthcare Services	£0.00	£0.00	£58,654.00
Liquid Personnel Ltd	£17,113.00	£13,335.00	£57,882.00
MSI Recruitment Ltd	£36,055.00	£243,185.00	£188,363.00
MPS Healthcare Ltd	£325,112.00	£159,477.00	£294,803.00
My Locum Ltd	£0.00	£0.00	£90,518.00
Nationwide Nursing Ltd	£0.00	£20,867.00	£30,713.00
Next Steps Nursing Ltd	£2,623,077.00	£2,462,343.00	£3,455,157.00
Presto Nursing	£0.00	£29,733.00	£185,176.00
Pro Nursing Healthcare Ltd	£0.00	£0.00	£84,127.00
Pulse Healthcare Ltd	£0.00	£15,413.00	£96,534.00
Randstad Care	£0.00	£12,315.00	£48,953.00
Red Group Personnel Ltd	£0.00	£0.00	£129,051.00
RedSpot Care Ltd	£0.00	£0.00	£100,447.00
Richmond Nursing Agency Ltd	£1,545,221.00	£1,013,957.00	£1,132,746.00
Seven Nursing	£0.00	£0.00	-£531.00

Temporary Staffing Agency Ltd	£0.00	£0.00	£56,127.00
Talentma Ltd Ta Penwin Recruitment	£16,798.00	£0.00	£0.00
The Placement Group Nursing Ltd	£3,533.00	£19,519.00	£137,000.00
Thornbury Nursing Services	£2,865,077.00	£2,521,084.00	£4,783,886.00
Total Assist Recruitment Ltd	£6,028.00	£0.00	£3,349.00
Trinity Nursing Services Ltd	£38,541.00	£11,258.00	£421.00
Tripod Nursing Ltd	£68,563.00	£2,870.00	£0.00
TXM Healthcare Ltd	£3,306.00	£1,898.00	£30,621.00
Vetro Health Ltd	£0.00	£0.00	£10,016.00
Wimborne Nursing Agency Ltd	£2,861,275.00	£2,724,532.00	£4,787,170.00
Your Nurse Ltd	£27,294.00	£3,738.00	£60,894.00
Your World Nursing Ltd	£407,158.00	£889,664.00	£1,023,017.00
Your World Recruitment Ltd	£8,983.00	£0.00	£598.00
Total spend	£16,766,031.00	£14,934,482.00	£24,555,226.00

3. The UHB provides, within the table below, the nursing agencies utilised within a Framework agreement, during the financial years 2019/20, 2020/21 and 2021/22.

Framework nursing agency		
2019/20	2020/21	2021/22
Allied & Clinical Recruitments LTD	Allied & Clinical Recruitments LTD	Allied & Clinical Recruitments LTD
ASA Medical Solutions Ltd	ASA Medical Solutions Ltd	Altrix Technology LTD
Bluestones Medical	Bluestones Medical	ASA Medical Solutions Ltd
Concept Care Solutions	Concept Care Solutions	Bluestones Medical
CRG Healthcare & Medical Staffing Ltd	CRG Healthcare & Medical Staffing Ltd	Capital Staffing Services Ltd
Cromwell Medical Staffing	Direct Nursing Services LTD	Care Providers Recruitment Ltd
Direct Nursing Services LTD	Eleventh Hour Medical Ltd	Concept Care Solutions Ltd
Eleventh Hour Medical Ltd	Enferm Medical Ltd	Coyle Personnel Plc
Enferm Medical Ltd	ID Medical	CRG Healthcare & Medical Staffing Ltd
ID Medical	Liquid Personnel Ltd	Daytime Healthcare Recruitment Ltd
Liquid Personnel Ltd	Medsol Healthcare Services	Direct Medics
Mayday Healthcare Plc	MedTeam	Direct Nursing Services LTD
MBands Ltd	Med Team Primary Care Services	Eleventh Hour Medical Ltd
Medacs Healthcare Plc	MSI Recruitment Ltd	Enferm Medical Ltd
Medsol Healthcare Services	Nationwide Nursing Ltd	Hanson Grey Ltd
Med Team Primary Care Services	Next Steps Nursing Ltd	Care Providers Recruitment Ltd
MPP Agency	Pengwin Recruitment Ltd	Healthcare Recruiters LTD
MPS Healthcare Ltd	Randstad Care	Hoop Resourcing Ltd

MSA	Richmond Nursing Agency Ltd	I Care 24 Ltd
Next Steps Nursing Ltd	TFS Healthcare	ID Medical
Richmond Nursing Agency Ltd	The Placement Group Nursing Ltd	Interact Medical
The Placement Group Nursing Ltd	Trinity Nursing Services Ltd	Liquid Personnel Ltd
Trinity Nursing Services Ltd	TXM Healthcare Ltd	Medacs Healthcare Plc
Tripod Nursing Ltd	Wimborne Nursing Agency Ltd	Medics Pro Ltd
TXM Healthcare Ltd	Your Nurse Ltd	Medsol Healthcare Services
Wimborne Nursing Agency Ltd	Your World Nursing Ltd	Med Team Primary Care Services
Your Nurse Ltd		MPS Healthcare Ltd
Your World Nursing Ltd		MSI Recruitment Ltd
		My Locum Ltd
		Nationwide Nursing Ltd
		Next Steps Nursing Ltd
		Pro Nursing Healthcare Ltd
		Pulse Healthcare Ltd
		Randstad Care
		RedSpot Care Ltd
		Richmond Nursing Agency Ltd
		Seven Nursing
		The Placement Group Nursing Ltd
		Trinity Nursing Services Ltd
		Temporary Staffing Agency Ltd
		TXM Healthcare Ltd
		Vetro Health Ltd
		Wimborne Nursing Agency Ltd
		Your Nurse Ltd
		Your World Nursing Ltd

4. The UHB provides, within the tables below, the total number of hours and the spend for each of the nursing agencies utilised under framework agreements, during the financial years 2019/20, 2020/21 and 2021/22.

Please note:- The information has been captured from two (2) different systems; E-Roster and the Finance Ledger. Therefore, the hours and expenditure provided in the following tables, may be slightly out of alignment due to timing issues of when shifts are worked and when invoices are processed/paid in the system.

Framework nursing agency	Hours		
	2019/20	2020/21	2021/22
Allied & Clinical Recruitments LTD	3,787	2,107	8,196
ASA Medical Solutions Ltd	0	0	1,658

Bluestones Medical	36,156	40,992	41,827
Allied & Clinical Recruitments LTD	780	162	2,743
Capital Staffing Services Ltd	479	0	1,272
Care Providers Recruitment Ltd	0	0	42
Concept Care Solutions Ltd	45,565	56,012	53,207
Coyle Personnel Plc	0	8	0
CRG Healthcare & Medical Staffing Ltd	18,980	3,039	254
Daytime Healthcare Recruitment Ltd	0	0	7,758
Direct Nursing Services LTD	0	0	1,061
Direct Medics	0	0	54
Direct Nursing Services	27,523	17,493	31,452
Eleventh Hour Medical Ltd	3,062	2,518	6,570
Enferm Medical Ltd	1,653	104	22,518
Hanson Grey Ltd	0	0	4,468
Healthcare Recruiters LTD	0	0	32
Hoop Resourcing Ltd	0	0	42
I Care 24 Ltd	0	0	4,105
ID Medical	169	744	10,785
Interact Medical	0	0	12
Liquid Personnel Ltd	3,090	2,893	2,747
Mayday Healthcare Plc	311	0	0
MBands Ltd	227	0	0
Med Team Primary Care Services	1,238	1,009	2,785
Medacs Healthcare Plc	2,101	345	261
Medics Pro Ltd	0	0	1,720
Medsol Healthcare Services	424	530	1,221
MPS Healthcare Ltd	9,278	4,742	7,288
MSI Recruitment Ltd	1,502	5,340	3,487
My Locum Ltd	0	0	2,013
Nationwide Nursing Ltd	0	1,008	0
Next Steps Nursing Ltd	70,918	67,636	85,404
The Placement Group Nursing Ltd	120	645	3,760
Pro Nursing Healthcare Ltd	0	0	1,904
Pulse Healthcare Ltd	0	0	2,123
Randstad Care	8	496	794
RedSpot Care Ltd	0	0	4,512
Richmond Nursing Agency Ltd	40,824	26,664	27,226
Seven Nursing	0	0	24
Total Assist Recruitment Ltd	0	0	184
Trinity Nursing Services Ltd	1,594	269	0
Tripod Nursing Ltd	496	0	0
Temporary Staffing Agency Ltd	0	0	1,185

TXM Healthcare Ltd	76	205	594
Vetro Health Ltd	0	0	274
Wimborne Nursing Agency Ltd	72,871	73,516	103,808
Your Nurse Ltd	686	104	1,475
Your World Nursing Ltd	11,438	22,579	29,571
Total hours	355,356	331,160	482,416

Framework nursing agency	Spend		
	2019/20	2020/21	2021/22
Allied & Clinical Recruitments LTD	£156,348.00	£66,785.00	£294,111.00
Altrix Technology LTD	£0.00	£0.00	£79,719.00
ASA Medical Solutions Ltd	£1,506,242.00	£1,580,231.00	£1,743,526.00
Bluestones Medical	£48,191.00	£4,433.00	£96,376.00
Capital Staffing Services Ltd	£32,638.00	£0.00	£58,130.00
Care Providers Recruitment Ltd	£0.00	£0.00	£1,436.00
Concept Care Solutions Ltd	£1,748,050.00	£2,049,949.00	£2,255,115.00
Coyle Personnel Plc	£0.00	-£1,974.00	£0.00
CRG Healthcare & Medical Staffing Ltd	£905,076.00	£205,146.00	£8,511.00
Cromwell Medical Staffing	£15,416.00	£0.00	£0.00
Daytime Healthcare Recruitment Ltd	£0.00	£0.00	£349,821.00
Direct Healthcare 24 Ltd	£0.00	£0.00	£38,481.00
Direct Nursing Services Ltd	£1,038,861.00	£601,753.00	£634,321.00
Eleventh Hour Medical Ltd	£92,979.00	£115,829.00	£266,603.00
Enferm Medical Ltd	£54,014.00	£7,974.00	£819,168.00
Hanson Grey Ltd	£0.00	£0.00	£179,746.00
Healthcare Recruiters LTD	£0.00	£0.00	£569.00.00
Hoop Resourcing Ltd	£0.00	£0.00	£1,239.00
I Care 24 Ltd	£0.00	£0.00	£166,605.00
ID Medical	£18,844.00	£13,036.00	£450,306.00
Liquid Personnel Ltd	£106,726.00	£107,096.00	£95,550.00
Mayday Healthcare Plc	£11,722.00	£0.00	£0.00
MBands Ltd	£10,409.00	£465.00	£0.00
Med Team Primary Care Services	£55,209.00	£31,849.00	£149,080.00
Medacs Healthcare Plc	£112,172.00	£6,722.00	£21,121.00
Medics Pro Ltd	£0.00	£0.00	£58,654.00
Medsol Healthcare Services	£17,113.00	£13,335.00	£57,882.00
MPS Healthcare Ltd	£325,112.00	£159,477.00	£294,803.00
MSI Recruitment Ltd	£36,055.00	£243,185.00	£188,363.00
My Locum Ltd	£0.00	£0.00	£90,518.00
Nationwide Nursing Ltd	£0.00	£20,867.00	£30,713.00

Next Steps Nursing Ltd	£2,623,077.00	£2,462,343.00	£3,455,157.00
The Placement Group Nursing Ltd	£3,533.00	£19,519.00	£137,000.00
Pro Nursing Healthcare Ltd	£0.00	£0.00	£84,127.00
Pulse Healthcare Ltd	£0.00	£15,413.00	£96,534.00
Randstad Care	£0.00	£12,315.00	£48,953.00
RedSpot Care Ltd	£0.00	£0.00	£100,447.00
Richmond Nursing Agency Ltd	£1,545,221.00	£1,013,957.00	£1,132,746.00
Total Assist Recruitment Ltd	£6,028.00	£0.00	£3,349.00
Trinity Nursing Services Ltd	£38,541.00	£11,258.00	£421.00
Tripod Nursing Ltd	£68,563.00	£2,870.00	£0.00
Temporary Staffing Agency Ltd	£0.00	£0.00	£56,127.00
TXM Healthcare Ltd	£3,306.00	£1,898.00	£30,621.00
Vetro Health Ltd	£0.00	£0.00	£10,016.00
Wimborne Nursing Agency Ltd	£2,861,275.00	£2,724,532.00	£4,787,170.00
Your Nurse Ltd	£27,294.00	£3,738.00	£60,894.00
Your World Nursing Ltd	£416,141.00	£889,664.00	£1,023,615.00
Total spend	£13,884,156.00	£12,383,665.00	£19,457,075.00

5. & 6. The UHB provides, within the tables below, the Off-Framework nursing agencies utilised and the total number of hours and spend, during the financial years 2019/20, 2020/21 and 2021/22.

Off-Framework agency	Hours		
	2019/20	2020/21	2021/22
Thornbury Nursing Services	38,963	29,687	57,356
Presto Nursing	0	2,918	375
Red Nursing	0	1,796	207
Penguin Recruitment Ltd	882	0	0
Total hours	39,845	34,401	57,938

Off-Framework agency	Spend		
	2019/20	2020/21	2021/22
Thornbury Nursing Services	£2,865,077.00	£2,521,084.00	£4,783,886.00
Presto Nursing	£0.00	£29,733.00	£185,176.00
Red Nursing	£0.00	£0.00	£129,051.00
Penguin Recruitment Ltd	£16,798.00	£0.00	£0.00
Total spend	£2,881,875.00	£2,550,817.00	£5,098,113.00

Please note:- Penguin Recruitment are paid at On-Framework rates.

7. The UHB is unable to provide the number of unfilled shifts or hours prior to July 2021 due to the reporting limitations of the previous system, Roster Pro. However, the UHB can confirm that 365,290 unfilled hours were sent for filling to bank and agencies, during 2021/22.

8. The UHB's recruitment systems do not record the data in the exact format requested, as they do not record how many vacancies remained unfilled during a period. The UHB's systems capture the vacancies each month.

Therefore, the UHB provides, within the table overleaf, the number of Whole Time Equivalent (WTE) permanent and fixed term nursing vacancies, as at 31 March for the calendar years 2020, 2021 and 2022.

Staff Group	March 2020	March 2021	March 2022
WTE Nursing & Midwifery	339.2	389.3	482.4
WTE Health Care Support Workers	8.5	0	55.7