

Reference:	FOI.18384.25
Subject:	Stoma and catheter products
Date of Request:	19 September 2025

Requested:

I am requesting the following information relating to stoma and catheter products:

1. Name(s) of the awarded contract(s) and awarded suppliers.
2. Duration of contract award(s) and projected contract(s) end date(s).
3. Total estimated annual value of the awarded contract(s)
4. Estimated or projected annual service costs payable to the awarded supplier(s).
5. Estimated or projected number of patients receiving the service, split by stoma and catheter.
6. Format of the contract(s). For example, is it based on (i) a fee per activity delivered, (ii) a fee per annum per patient, or (iii) block contract(s)
7. Outline how the suppliers' performance is being assessed during the contract(s) term in the areas of cost savings and patient satisfaction measures.
8. Outline the percentage of patients that switch product manufacturers within 3 months of being enrolled into the appliance prescription service(s).
9. Provide an outline of any evidence on the delivered value (economic, patient, workforce) this service has delivered to the ICB/ICS
10. Which job role manages this contract(s) on behalf of the ICB?
11. Was this service procured via a formal tender, Call of a Framework or piloted?
12. Is a prescription management service part of your current setup, or under consideration for future implementation?

Our response

Hywel Dda University Health Board (UHB) has applied an exemption under Section 21 of the FoIA, as the information requested for questions 1, 2, 3, 7 and 11 are already within the public domain and accessible by another means. The UHB has answered a similar Freedom of Information request, FOI.17925 & 17926.25 - Continence and Stoma Care, which is available on our disclosure log.

For ease of reference, a link has been provided below which will take you directly to the UHB's disclosure log webpage:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/disclosure-log)

The UHB provides the information for the remainder of the request below.

4. The UHB does not hold this information as no additional service costs are paid.
5. The UHB can confirm that it has approximately two hundred and twenty-four (224) new stoma patients a year, based on the figures from the 2023/24 financial year. The Bladder and Bowel Advisory Service (BABAS) (Community & Primary Care) Prescription Service has a catheter caseload of approximately two thousand, nine hundred and fourteen (2,914).
6. The UHB does not hold this information. However, the UHB does have in place an All-Wales Framework agreement for the provision of Stoma Care Support Services.
8. The UHB does not hold the requested information.
9. The Stoma service does not hold this information. However, the UHB provides an outline of the value the BABAS Prescription Service (Community & Primary Care) service has delivered below:
 - The introduction of the prescription service has enabled efficient timely ordering of continence products to meet patients clinical needs.
 - The service provides consistency across the UHB.
 - Patients lives are made easier because they have the option to have continence products delivered to their homes; patients who have continence conditions frequently have restricted ability to travel.
 - The service has ended the stockpiling of products and reduced waste.
 - Patients have a single point of contact through which to order the products that support their comfort and dignity.
 - Patients are able to access specialist continence care for professional advice and support, resulting in GP appointments being freed up.
 - Patients can choose to access continence products and support through their GP if they prefer.
Please note:- continence products for secondary care are managed separately through an All-Wales contract.
10. The UHB's BABAS Prescription Service (Primary Care) does not have a contract in place. However, the continence products for secondary care and the Stoma Care Support Services contracts are procured and managed by the Procurement Team in NHS Wales Shared Services Partnership (NWSSP).
12. The UHB confirms that its BABAS Prescription Service (Primary Care) has a prescription management service in place.