

Reference:	FOI.10707.23
Subject:	Teleradiology Services
Date of Request:	17 January 2023

Requested:

- 1) Do you use Teleradiology services?
- 2) Do you have a contract with an external provider of Teleradiology Services and, if so, which companies are the contract with?
- 3) Start date, duration and end date of any contracts with tele-radiology providers?
- 4) Can the contract be extended and for how long?
- 5) What is the Annual spend on teleradiology providers in financial years 2020, 2021 and 2022 (or as available) by each provider?
- 6) Are the current providers meeting their turnaround times?
- 7) When do you start the tendering process when the contract is due to expire?
- 8) Did you procure the Teleradiology services via a tender process?
- 9) Which framework do you use for teleradiology services?
- 10) Does the trust have a backlog of X-Ray, CT and MRI scans? If so how many?
- 11) Does the trust expect the usage of teleradiology services to increase in the next 3 years?
- 12) Who deals with the procurement of contracts for teleradiology?
- 13) Please provide the name and contact details of the procurement manager who deals with teleradiology contracts
- 14) Please provide the name and contact details of the Clinical Director for Radiology
- 15) Please provide the name and contact details of the General Manager for Radiology
- 16) Please provide the name and contact details of the Service manager for Radiology

Response:

- 1) Hywel Dda University Health Board (UHB) confirms that it does use Teleradiology services.
- 2) The UHB confirms that it has an external contract for Teleradiology services with the provider Everlight.
- 3) The UHB confirms that the start and end dates for this contract were 1 November 2019 to 31 October 2022.

- 4) The UHB confirms that the contract had an option to extend for an additional two (2) years, which has been implemented; therefore, the revised contract end date is 31 October 2024.
- 5) The UHB confirms that the Teleradiology contract is on an All Wales basis. However, the UHB provides, within the table below, the annual spend, during the three (3) contract years.

Period	Spend
1 November 2019 – 31 October 2020	£1,372,731.28
1 November 2020 – 31 October 2021	£1,374,252.14
1 November 2021 – 31 October 2022	£1,657,073.00

- 6) The UHB provides, within the table below, the Teleradiology service providers turnaround times, by percentage.

90% of cases reported within 72 hours Key Performance Indicator (KPI) for routine ARC examinations each quarter	90%
90% of cases reported within KPI for urgent examinations each quarter	90%
100% of all reports provided every quarter by the 15 th business day	Yes

- 7) The UHB regrets to inform you that it does not hold the information requested. Procurement is managed centrally on an All Wales basis within NHS Wales Shared Services Partnership (NWSSP).

We therefore recommend that you redirect your request to the Freedom of Information (FoI) Team in NWSSP, who may be able to help you with your enquiry. Contact details for NWSSP are as follows:-

shared.services@wales.nhs.uk or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

- 8) The UHB confirms that the Teleradiology services contract was procured and awarded via the Health Trust Europe Framework Agreement by NWSSP.
- 9) Please see response to question 8.
- 10) The UHB confirms that it has a backlog of 450 CT scans and 1,643 MRI scans.
- 11) The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. The FoIA does not cover information on estimates, opinions or recommendations. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question.

12)The UHB regrets to inform you that it does not hold the information requested. Therefore, we recommend that you contact the Fof Team in NWSSP, who may be able to help you with your enquiry. Contact details have been provided in response to question 7.

13)Please see response to question 12.

14)The UHB's Clinical Director for Radiology is Dr Liaquat Khan, Consultant Radiologist.

15)The UHB's General Manager for Radiology is Sarah Perry, General Manager Scheduled Care.

16)The UHB's Service Manager for Radiology is Gail Roberts-Davies, Head of Radiology.

All three above-mentioned individuals can be written to at the following hospital address:
Glangwili General Hospital, Dolgwlili Road, Carmarthen, SA31 2AF.