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| <b>Reference:</b>       | FOI.19365.26    |
| <b>Subject:</b>         | Virtual Wards   |
| <b>Date of Request:</b> | 20 January 2026 |

**Requested:**

1. Please share the company name(s) of your current Virtual Ward / Virtual Care / Remote Monitoring platform provider
2. What was the contract award date for the mentioned suppliers
3. On what date was the first tech-enabled patient admitted to the respective service with each supplier.
4. What was the planned tech-enabled patient capacity for this service (based on Business Case or Contract)
5. What has been your total annual spend with the supplier(s) over each year.
6. How many tech-enabled patients were supported directly through the supplier's digital platform broken down annually.

Note: For the purposes of this request, tech-enabled patients refers to: Patients who submitted assessments, observations, or monitoring data via the supplier's digital technology (e.g. app, device, or platform) and were monitored through that system.

Please exclude patients managed solely via telephone calls, SMS/WhatsApp messaging, email, spreadsheets, or other non-platform-based processes.

**Response:**

1. Hywel Dda University Health Board (UHB) currently uses Doccla, as the remote monitoring platform provider within the Hospital at Home service and the Community Heart Failure service.
2. The UHB confirms the contract for Doccla is managed nationally by NHS Wales Performance and Improvement (NHSWP&I) and the NHS Executive Digital, Data, Technology, Innovation and Value. The UHB was approached by the National Team to pilot the financially supported Doccla remote monitoring service. In March 2025, the UHB's Six Goals Programme sought approval from the Executive Team to proceed with the pilot in the Hospital at Home service across all three (3) counties, Carmarthenshire, Pembrokeshire and Ceredigion.
3. The UHB confirms the first patient was admitted on the same date the platform launched within the Hospital at Home service, this was on 19 May 2025.
4. The UHB did not receive direction on patient capacity as the intention was for the service to be used to its fullest extent. Additionally, as the contract is managed at a national level, the UHB is unable to comment on maximum capacity.
5. The UHB does not hold the requested information as the contract is managed by the NWP&I and the NHS Executive Digital, Data, Technology, Innovation and Value. We therefore

recommend that you redirect this part of your request to the Freedom of Information Teams in NHSWP&I, who may be able to help you with your enquiry. Contact details are as follows:

[foi.phw@wales.nhs.uk](mailto:foi.phw@wales.nhs.uk) or alternatively in writing to: Freedom of Information Office, Public Health Wales, Floor 3, 2 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ

6. The UHB confirms as of 22 January 2026, a total of fifty one (51) patients have been supported by the digital platform, Doccla.

Furthermore, since the launch of Doccla in the Hospital at Home Service, the use of this platform has been extended to other services. The UHB therefore provides within the table below, a breakdown of the number of onboarded patients who were supported by Doccla, during the period 19 May 2025 to 22 January 2026.

| <b>Service</b>   | <b>Number of patients</b> |
|--|---------------------------|
| Hospital at Home (for Carmarthenshire, Pembrokeshire and Ceredigion)       | 32                        |
| Heart Failure Optimisation / Decompensated (for Ceredigion, Pembrokeshire) | 19                        |