

Reference:	FOI.19763.26
Subject:	Workforce systems
Date of Request:	26 February 2026

Requested:

1. If you use software for the workforce systems below - please could you provide the software provider name, contract start date, contract end date and total spend in the last year?
 - a. Job Planning - Medics (examples: RLDatix, SARD, L2P, HealthRota, etc.)
 - b. E-Rostering - AHP (examples: RLDatix, Rotamap, HealthRota, Patchwork Health, etc.)
 - c. E-Rostering - Medics (examples: RLDatix, Rotamap, HealthRota, Patchwork Health, etc.)
 - d. E-Rostering - Nurses (examples: RLDatix, Rotamap, HealthRota, Patchwork Health, etc.)

Please provide the name of the software provider or service provider directly. Please don't include resellers like Boxxe, Softcat, CCS frameworks etc. If you don't use a system you can say NONE.

Response:

Hywel Dda University Health Board (UHB) does not hold all of the information requested, as the systems requested in questions 1b and 1d are national systems in place across NHS Wales, and are managed by NHS Wales Shared Services Partnership (NWSSP).

We therefore recommend that you redirect these questions 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.

The UHB is applying an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA), as the costs requested for questions 1a and 1c relate to a third party, RL Datix, and disclosure of which would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors.
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public’s interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services.

Against Disclosure: Disclosure of this information would have a direct impact and may cause substantial harm to the provider, as it would disclose their pricing, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has consulted with the third party and has taken their comments into consideration. It has therefore been decided that releasing all of the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the provider’s competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the total spend for the last year for its medics job planning and medics E-Rostering software supplier, RL Datix, is greater than the interest in disclosing it.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the remaining information it holds within the table below.

1a. Job Planning - Medics	
Software provider name	RLDatix
Contract start date	31 December 2025
Contract end date	30 December 2030
Total spend in the last year	Section 43 exemption applied.
1b. E-Rostering – Allied Health Professions (AHP)	
Software provider name	RLDatix – All Wales Contract
Contract start date	31 January 2026
Contract end date	30 January 2029
Total spend in the last year	Not held – please refer to NWSSP.
1c. E-Rostering - Medics	
Software provider name	RLDatix
Contract start date	30 April 2024
Contract end date	29 April 2027
Total spend in the last year	Section 43 exemption applied.
1d. E-Rostering - Nurses	
Software provider name	RLDatix
Contract start date	31 January 2026

Contract end date	30 January 2029	
Total spend in the last year	Not held – please refer to NWSSP.	