



**CYFARFOD BWRDD PRIFYSGOL IECHYD  
UNIVERSITY HEALTH BOARD MEETING**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	28 May 2026
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Procurement Report
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Executive Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Gemma Deverill, Deputy Head of Procurement

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Ar Gyfer Penderfyniad/For Decision

**ADRODDIAD SCAA**

**SBAR REPORT**

**Sefyllfa / Situation**

The purpose of this report is to inform Members of the outcome of the procurement exercises which have been undertaken on behalf of Hywel Dda University Health Board (HDdUHB):

1. Hybrid Print and Post Extension

In line with Welsh Government approval procedures, the Health Board is required to approve the following tenders, as they either have each have a cumulative contract value in excess of £1m over the term of the contract for HDdUHB or are considered to be Consultancy Services under the definition of the HDdUHB Consultancy Policy.

**Cefndir / Background**

1. Hybrid Print and Post Extension

Proposed outcome

<b>Duration of Contract</b>	<b>Proposed Supplier (s)</b>	<b>Current Annual Local Contract Value</b>	<b>Proposed Annual Value of New Contract</b>	<b>Proposed Total Value of New Contract</b>
Original Term – 1 June 2023 to 31 May 2026	PSL Print Management Limited	£731,214.76 ex VAT	£612,000.00 ex VAT	£1,343,214.70 ex VAT
Extension Term – 1 June 2026 to 31 May 2028				

## Asesiad / Assessment

### 1. Hybrid Print and Post Extension

HDdUHB Digital Directorate is looking to extend their Hybrid Print and Post contract, which is in place to modernise communication with patients, allowing them to have a choice on how they receive communications from the Health Board and to provide a future-proofed platform that optimises appointment attendance.

This extension is essential to maintain a safe, efficient and patient-centred communication service while supporting the Health Board's wider digital transformation ambitions. The system enables patients to record and manage their communication preferences in a simple digital format, ensuring that the Health Board can meet individual needs while reducing administrative burden. The platform provides secure, auditable delivery of patient communications which cannot be guaranteed through standard email or traditional postal services. It also supports digital first communication options such as text reminders and digital letters, which significantly reduces cost and improves delivery times. Digital letters typically reach patients within 24 hours, compared to several days via Royal Mail whilst also avoiding the operational uncertainty/ disruption caused by reliance on third party couriers, which could directly impact patient care and service delivery.

The contract is also critical to supporting the Health Board's strategic commitment to patient choice, improved engagement and a shift toward paper-light operations. The current system addresses a long-standing challenge, in that once letters leave HDdUHB, they cannot be tracked, and undelivered letters result in duplicated effort, wasted resources and potential delays in patient care. The solution provides the digital infrastructure needed to track, manage and optimise communication flows, ensuring reliability, reducing waste and improving the patient experience.

The extension will run from 1 June 2026 to 31 May 2028 to utilise the maximum contract term.

The proposed value of the extension will be £612,000.00 ex VAT, bringing the total contract value to £1,343,214.70 ex VAT

## Argymhelliad / Recommendation

The Board is requested to:

- **APPROVE** the extension of the Hybrid Print and Post contract with PSL Print Management Limited from 1 June 2026 to 31 May 2028 at a value of £612,000.00 ex VAT, taking the total contract value to £1,343,214.70 ex VAT. This contract will have onwards submission to Velindre NHS Trust (as hosts of NHS Wales Shared Services Partnership).

### **Amcanion: (rhaid cwblhau)**

### **Objectives: (must be completed)**

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol:  
Datix Risk Register Reference and Score:

Not Applicable

Parthau Ansawdd:  
Domains of Quality

7. All apply

<a href="#">Quality and Engagement Act (sharepoint.com)</a>	
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	9. All HDdUHB Well-being Objectives apply

#### **Gwybodaeth Ychwanegol: Further Information:**

Ar sail tystiolaeth: Evidence Base:	Not Applicable
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Finance and Performance Committee

#### **Effaith: (rhaid cwblhau) Impact: (must be completed)**

<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Not Applicable
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Not Applicable
<b>Gweithlu: Workforce:</b>	Not Applicable
<b>Risg: Risk:</b>	Not Applicable
<b>Cyfreithiol: Legal:</b>	Not Applicable
<b>Enw Da: Reputational:</b>	Not Applicable
<b>Gyfrinachedd: Privacy:</b>	Not Applicable
<b>Cydraddoldeb: Equality:</b>	Not Applicable