

Freedom of Information Request: Our Reference CTHB_217_19

You asked:

1. What appointment booking and appointment reminder service system(s) the Health Board uses?

Text and Remind via Healthcare Communications.

2. What the contract start and end dates are.

April 2018-April 2019, option to extend for one year.

3. The contract value (s)

I can confirm that Cwm Taf Health Board holds the information requested. However, I would like to advise you that the information you requested is being withheld under the Freedom of Information Act 2000. The exemption which the Health Board has applied to this information is: Section (43)(2) of the Freedom of Information Act.

The Health Board considers the information to be of a commercially sensitive nature and that the release of this information would or would be likely to prejudice the commercial interests of any parties concerned.

The University Health Board accepts that there is a public interest in ensuring openness and transparency however, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Boards ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money.

However, in order to fulfil our obligation under Section 16 of the Act to provide advice and assistance we can confirm that the contract value is below £25,000 which is the threshold for tendering.

4. How much is spent on SMS messages per year for appointment reminders?

As above.

5. Who at the Health Board is responsible for this system(s)? Name Job Title and email address.

Chris Ball, Head of ICT Infrastructure - chris.ball@wales.nhs.uk

6. Please tell me what system is used to facilitate Bank Staffing requirements

HealthRoster and Employee online.

7. What the contract start and end dates are.

June 2015-June 2020.

8. The contract value

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9. Please tell me if SMS text messages are used as part of the emergency bank staffing solution (I.e. where shifts are having to be filled at short notice due to sickness etc). if so what is the annual spend on SMS for this service.

No.

10. Is a separate system required for this other than your primary Bank Staffing solution?

No.

11. Who in the Health Board is responsible for Bank Staffing systems and procedure? Name Job Title and email address?

Angela Lloyd, Acting Assistant Director of Working and OD -
angela.lloyd@wales.nhs.uk

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