

Freedom of Information Request: Our Reference CTMUHB_357_25

You asked:

Under the Freedom of Information Act 2000, I would like to request the following information relating to temporary staffing within the health board, covering the following staff groups:

- Community Psychiatric Nurses (CPNs)
- Registered Mental Health Nurses (RMNs)
- Registered General Nurses (RGNs)
- Occupational Therapists (OTs)
- Pharmacists

1 – Agency Spend

Please provide the total agency spend for the last full financial year (or the most recent available 12-month period) for each of the above staff groups.

Please see our total agency spend provided in the table below, by staff category has recorded:

| | £'000 |
|---|----------------|
| Administrative, Clerical & Board Members | £437 |
| Medical & Dental | £8,687 |
| Nursing & Midwifery Registered | £19,777 |
| Prof Scientific & Technical | £113 |
| Additional Clinical Services | £1,696 |
| Allied Health Professionals | £937 |
| Healthcare Scientists | £674 |
| Estates & Ancillary | £3,163 |
| Students | £0 |
| TOTAL AGENCY/LOCUM (PREMIUM) EXPENDITURE | £35,484 |

2 – Agency Hourly Charge Rates

For each staff group, please provide the following:

- **The average hourly charge rate paid to agencies**
- **The highest hourly charge rate paid**
- **The lowest hourly charge rate paid**

| Staff Group | Average Hourly Charge | Highest Hourly Charge | Lowest Hourly Charge |
|--|-----------------------|-----------------------|----------------------|
| Community Psychiatric Nurses (CPNs) | N/A | N/A | N/A |
| Registered Mental Health Nurses (RMNs) | £31.38 | £40.80 | £50.21 |

| | | | |
|--|--------|--------|--------|
| Registered General Nurses (RGNs) | £25.38 | £40.61 | £33 |
| Occupational Therapists (OTs) | £24.77 | £24.77 | £24.77 |
| Data available from 26 th June 2025 | | | |
| Pharmacists | £26.42 | £26.42 | £26.42 |
| Data available from 26 th June 2025 | | | |

3 – Agency Supply and PSL Structure

a. Please list the recruitment agencies currently supplying the Trust for these staff groups.

| |
|-----------------------|
| Bluestones |
| Capital |
| DRC |
| Eleventh Hour Medical |
| Enferm |
| ID Medicals |
| Just Nurse |
| Medilink |
| Medteam |
| MedicsPro Ltd |
| MPS |
| Mylocum |
| National Locums |
| Next Step |
| Nisi |
| Procare |
| Richmond |
| Swiss |
| Total Assist |
| Your Nurse |
| Your World |
| Globe Locum Ltd |

Please note - Retinue Solutions provided a managed Neutral vendor service for Occupational Therapist and Pharmacist until June 25. Therefore, the list of agencies prior to June 25 is currently unavailable.

b. Please confirm which agencies are on your Preferred Supplier List (PSL).

All the above agencies are on the Preferred Suppliers List.

c. Please outline how your PSL operates, including:

- **Whether it is tiered**
- **Which agencies are on which tiers**

There is no tiering in place for the PSL

4 – Breakdown of Agency Spend and Hours Worked

For each recruitment agency supplying staff, please provide:

- **The total spend with that agency in the last full financial year (or most recent 12-month period) –**

| Row Labels | Sum of Amount £'s |
|------------------------------------|-----------------------|
| BLUESTONES MEDICAL | £311,292.79 |
| CAPITAL STAFFING SERVICES LTD | £832,149.42 |
| DRC LOCUMS | £138,021.67 |
| ELEVENTH HOUR MEDICAL LTD | £142,153.89 |
| ENFERM MEDICAL LTD | £1,949,691.57 |
| ID MEDICAL | £532,274.02 |
| MED TEAM PRIMARY CARE SERVICES LTD | £504,723.72 |
| MEDICSPRO LTD | £3,117,024.46 |
| MEDILINK CONSULTING LTD | £6,271.97 |
| MPS HEALTHCARE LTD | £2,385,821.72 |
| MYLOCUM LTD | £467,365.61 |
| NATIONAL LOCUMS | £792,270.62 |
| NEXT STEP NURSING LTD | £959,722.39 |
| NISI ENTERPRISES LTD | £328,516.65 |
| PROCARE NURSING AGENCY LTD | £71,852.05 |
| RICHMOND NURSING AGENCY LTD | £677,287.74 |
| SWIIS UK LTD | £659,910.43 |
| TOTAL ASSIST RECRUITMENT LTD | £553,816.75 |
| YOUR NURSE LTD | £421,950.80 |
| YOUR WORLD NURSING LTD | £2,210,749.33 |
| YOUR WORLD RECRUITMENT LTD | £5,675.52 |
| Grand Total | £17,068,543.12 |

- **The total number of hours worked by agency staff from that supplier during the same period**

| Staff Group | Total Number of Agency Hours |
|--|------------------------------|
| Community Psychiatric Nurses (CPNs) | 0 |
| Registered Mental Health Nurses (RMNs) | 16373.22 |
| Registered General Nurses (RGNs) | 516589.50 |
| Occupational Therapists (OTs) | 326 |
| Pharmacists | 209 |

b. Please provide the average hourly rate paid to bank workers in each group.

| Staff Group | Average Hourly Charge |
|--|-----------------------|
| Community Psychiatric Nurses (CPNs) | N/A |
| Registered Mental Health Nurses (RMNs) | £25 |
| Registered General Nurses (RGNs) | £20 |
| Occupational Therapists (OTs) | £25 |
| Pharmacists | £28.40 |

5 – Bank Staffing

a. Please provide the total spend on internal bank staff for the last full financial year, broken down by the above staff groups.

| | |
|--|-------|
| | £'000 |
|--|-------|

| | |
|-----------------------------------|---------|
| ADMINISTRATIVE & CLERICAL | £0 |
| NURSING AND MIDWIFERY REGISTERED | £3,800 |
| ADD PROF SCIENTIFIC AND TECHNICAL | £0 |
| ADDITIONAL CLINICAL SERVICES | £12,978 |
| Total | £16,778 |

b. Please provide the average hourly rate paid to bank workers in each group.

| Staff Group | Average Hourly Charge |
|--|-----------------------|
| Community Psychiatric Nurses (CPNs) | N/A |
| Registered Mental Health Nurses (RMNs) | £25 |
| Registered General Nurses (RGNs) | £20 |
| Occupational Therapists (OTs) | £25 |
| Pharmacists | £28.40 |

6 – Internal Temporary Staffing Team

Please confirm the annual cost of running the internal temporary staffing/recruitment team, including salaries, overheads, and any relevant platform/technology costs.

| | 24/25 Staff Budget |
|---------|--------------------|
| Pay | £295,117 |
| Non-Pay | £18,520 |
| Total | £313,637 |

Please Note: We are not able to disaggregate the cost for the Bank and Agency Solutions from the Total Cost for AfC Rostering, Bank and Agency solution that has been procured on an All-Wales Basis by [NHS Wales Shared Services Partnership](#) (NWSSP).

7 – Staff Bank Contact Details

Please confirm the email address and name of the individual responsible for onboarding framework agencies providing cost saving solutions.

Sarah Quirk, Staff Bank Manager - Sarah.Quirk@wales.nhs.uk

Please note - Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6 (1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individual captured by this request has stated that they do not wish their personal data to be used for direct marketing purposes.