



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_350_25

You asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information from Cwm Taf University Health Board relating to Continence and Stoma Care agreement(s) for nurse sponsorship.

1. Do you have Continence and/or Stoma sponsorship agreement (or agreements) in place across your Trusts' different hospital sites? If your hospital sites have different agreements please answer the below questions separately.

Continence – No.

Stoma – Yes. The information provided below relates to Stoma only.

2. We appreciate some agreements span Acute, Community, Mental Health and Primary Care Service providers. Which NHS organisations and/or hospital sites is this applicable too?

The entire [Cwm Taf Morgannwg University Health Board](#).

3. When was it launched and when will it be up for renewal?

01/04/2025 – 31/03/2028, with an option to extend by 24 months.

4. Who is the provider?

Eakin Healthcare Group.

5. Across the full contract length, what is the value?

Please see notice linked below.

6. Can you share the procurement notice?

[Stoma Care Support Services - Find a Tender \(https://www.find-tender.service.gov.uk/Notice/007741-2025?origin=SearchResults&p=1457\)](https://www.find-tender.service.gov.uk/Notice/007741-2025?origin=SearchResults&p=1457)

7. How many nurses were provided? If yes, what band and FTE?

No nursing staff are not provided by the Contractor.

8. Are their honorary contracts provided? If yes, what band and FTE?

No.

9. What other incidentals were included in the tender? Including but not limited to; training, IT, vehicles, grants, travel etc

Education; Conferences; IT Hardware

10. What KPIs are included in the agreement and how is success measured?

- Complaint resolution
 - Health Board complaints
 - Patient complaints
- Portal uptime
- Ordering system uptime
- Product shipped versus prescribed items
- Delivery time and quantity versus requested
- Delivery time and quantity versus confirmed
- Prescriptions changed without NHS Wales CNS agreement
- Samples sent without CNS agreement
- Correctly completed patient registrations