



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_545_25

You asked:

I am writing to request information under the Freedom of Information Act 2000. My request relates to two areas of service within the Trust: **Tele-Radiology outsourcing** and **A&E admission reduction initiatives**.

Radiology Services – Tele-Radiology Outsourcing

For the financial year **2024/25 (April 2024 – March 2025)**, please provide the following information relating to outsourced *reporting services only* (excluding any outsourced scanning):

1. What was the total value (£) of radiology reporting work outsourced to private tele-radiology providers?

We can confirm that Cwm Taf Morgannwg University Health Board holds information relating to the total value (£). However, we 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.

2. What was the total volume (number of reports) of radiology reporting work outsourced to private tele-radiology providers?

52,858.

3. Of the outsourced reporting activity, how many were:

- **MRI reports** - 11,744
- **CT reports** - 39,061
- **Plain Film reports** - 2,053

4. Which private tele-radiology companies were used by the Trust during this period?

Everlight Radiology Limited.

5. Who holds responsibility within the Trust for overseeing outsourced radiology reporting?

Please provide:

- **Name** – *Bronwyn Baldwin
- **Job title** – Radiology Service Manager
- **Division/department** - Radiology

A&E Admissions – Patient Flow & Reduction Initiatives

1. Does the Trust have a designated lead responsible for patient flow/navigation, or for reducing non-necessary A&E admissions?

(This may include roles linked to Single Points of Access, Flow Navigation Centres, etc.)

If so, please provide:

- **Name:** *Martine Randall
- **Job title:** Directorate Manager
- **Division/department:** Urgent Primary Care

2. Does the Trust currently operate any live initiatives or programmes aimed at reducing A&E admissions?

If yes, please provide a brief outline of these initiatives.

Yes - Physician Telephone Assessment and Streaming Services (PTAS) via the SPOA: This initiative refers to a registered doctor undertaking a remote clinical assessment of patients on the C3 ambulance stack. The doctor will assess cases that they consider would benefit from additional remote or face-to-face clinical assessment, treatment and/or streaming most clinically appropriate care for their urgent and emergency healthcare needs.

*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(s) captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.