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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_432_25

You asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information from Cwm Taf Morgannwg University Health Board relating to stoma and catheter products.

Please note – we are a Health Board and not an ICB/ICS.

1. Name(s) of the awarded contract(s) and awarded suppliers.

Stoma Care Support Services: [Stoma Care Support Services Contract Award Notice](#)

Urology: [Urology Contract Award Notice](#)

2. Duration of contract award(s) and projected contract(s) end date(s).

Stoma Care Support Services: 01/04/2025 – 31/03/2028 with an option to extend up to further 24 months

Urology: 01/05/2022 – 30/04/2026

3. Total estimated annual value of the awarded contract(s)

Stoma Care Support Service contract is a support service and does not have any consumable related spend. Stoma appliances are dispensed under prescription.

Urology - [Urology Contract Award Notice](#)

4. Estimated or projected annual service costs payable to the awarded supplier(s).

There are no service costs related to Stoma Care Support Services.

There are no service costs related to Urology.

5. Estimated or projected number of patients receiving the service, split by stoma and catheter.

Stoma Care Support Services – 274 patients.

Urology – Within CTMUHB there are currently 12145 patients receiving catheter care products.

6. Format of the contract(s). For example, is it based on (i) a fee per activity delivered, (ii) a fee per annum per patient, or (iii) block contract(s)

There is no fee for the Stoma Care Support Service.

Urology is paid per consumable.

7. Outline how the suppliers' performance is being assessed during the

contract(s) term in the areas of cost savings and patient satisfaction measures.

Stoma Care Support Services

- 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

Urology

- Training Specification
- Staff Literature
- Study Sessions
- Audits
- Indwelling Catheter Patient Literature
- Indwelling Discharge Packs
- Intermittent Discharge Packs
- Training

8. Outline the percentage of patients that switch product manufacturers within 3 months of being enrolled into the appliance prescription service(s).

50% - 60%.

9. Provide an outline of any evidence on the delivered value (economic, patient, workforce) this service has delivered to the ICB/ICS

We do not hold.

10. Which job role manages this contract(s) on behalf of the ICB?

The Category Manager at [NHS Wales Shared Services Partnership \(NWSSP\)](#) whom provides procurement services for all Wales NHS Health Boards.

11. Was this service procured via a formal tender, Call of a Framework or piloted?

Open tender for both Stoma Care Support Services and Urology.

12. Is a prescription management service part of your current setup, or under consideration for future implementation?

Stoma – No prescription management service and no current plans to implement this.

The Bladder and Bowel Health Service utilise a prescription management service to aid in monitoring prescribing and support the ordering of products for patients.