



Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre  
Velindre University NHS Trust Headquarters  
2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ  
Ffôn/Phone : (029) 20196161  
<https://velindre.nhs.wales>

Date: 24<sup>th</sup> December 2024  
Ref: CORP 2024 - 222

Dear xxx

**Freedom of Information request: Insourcing and Outsourcing (CORP 2024 – 222)**

Thank you for your request for information which the Trust received on 8<sup>th</sup> November 2024. We apologise for the delay in response.

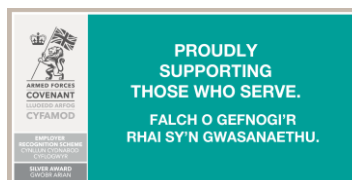
Your Request:

- What criteria does the Trust use to decide whether to insource or outsource medical services?
- Can you provide details on the procurement process for selecting third-party providers for insourcing and outsourcing projects?
- What internal governance or oversight processes are in place to monitor the decision-making behind insourcing and outsourcing initiatives?
- How many direct awards have the trust engaged with between October 2023 to October 2024?
- Please provide the specialty with total value of contracts awarded for insourcing projects between October 2023 to October 2024.
- Please provide the specialty with total value of contracts awarded for outsourcing projects between October 2023 to October 2024.
- What percentage of your budget was allocated to insourcing and outsourcing medical services Between October 2023 to October 2024?
- Are there any plans to increase or decrease the use of insourcing or outsourcing medical services from October 2024 – October 25?
- What long-term strategy does the Trust have in place regarding the use of external providers for medical services?
- Can you provide the names of the third-party providers involved in insourcing and outsourcing projects between October 2023 to October 2024.
- How have insourcing and outsourcing projects impacted patient waiting times in the specialty areas you have previously mentioned?

Please find the Trust’s response below:

Please note, the majority of this request would need to be answered by NHS Shared Services Partnership (NWSSP), however the Trust (VCS = Velindre Cancer Services) and the Welsh Blood Service (WBS) have answered where possible.

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**- What criteria does the Trust use to decide whether to insource or outsource medical services?**

VCS - Medical Services Radiology Reporting is based on capacity and the criteria used is per an All Wales Approach. This information would need to be requested from NHS Wales Shared Services Partnership. Please submit a request to them – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

WBS - The provision of services that are critical to the trust undergo scrutiny based on the cost of that provision. In all cases an SBAR would need to be submitted to the senior team. In cases where the cost of the contract/SLA exceeds £100K then a trust board paper is required. For anything £25K or over a formal tender must be undertaken. However, where the required expertise can only be delivered by a single entity of company then an STA (Single Tender Assessment) document must be written and approved at service director and trust head of finance.

**- Can you provide details on the procurement process for selecting third-party providers for insourcing and outsourcing projects?**

This information would need to be requested from NHS Wales Shared Services Partnership. Please submit a request to them – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

**- What internal governance or oversight processes are in place to monitor the decision-making behind insourcing and outsourcing initiatives?**

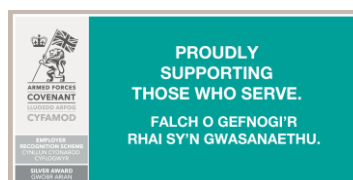
VCS – Medical Services Radiology – Report via Senior Leadership Team and Executives. Further information would need to be requested from NHS Wales Shared Services Partnership. Please submit a request to them – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk) regarding procurement process.

WBS - The provision of services that are critical to the trust undergo scrutiny based on the cost of that provision. In all cases an SBAR would need to be submitted to the senior team. In cases where the cost of the contract/SLA exceeds £100K then a trust board paper is required. For anything £25K or over a formal tender must be undertaken. However, where the required expertise can only be delivered by a single entity of company then an STA (Single Tender Assessment) document must be written and approved at service director and trust head of finance.

**- How many direct awards have the trust engaged with between October 2023 to October 2024?**

This information would need to be requested from NHS Wales Shared Services Partnership. Please submit a request to them – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

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- Please provide the specialty with total value of contracts awarded for insourcing projects between October 2023 to October 2024. – Not applicable.

- Please provide the specialty with total value of contracts awarded for outsourcing projects between October 2023 to October 2024.

This information would need to be requested from NHS Wales Shared Services Partnership. Please submit a request to them – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

- What percentage of your budget was allocated to insourcing and outsourcing medical services Between October 2023 to October 2024?

VCS – Medical Services – no budget allocated. This is a cost pressure to the Medical Budget.

WBS have requested clarification to best answer this question:

It would be useful to clarify the definition of insourcing & outsourcing to confirm if the WBS element is to be included.

I'd usually define the terms as;

Insourcing : we contract with an external provider but the provider delivers their services using our premises and equipment

Outsourcing : outsource to a different organisation where the services are fully delivered

The following are services that we utilise via Procurement and IR35, WBS currently have agreements with 2 Consultants that depending on the definition may fall into the category of insourcing & outsourcing.

1. undertake donor medicals pre stem cell collection, and
2. oversee the stem cell collection in readiness for transplant

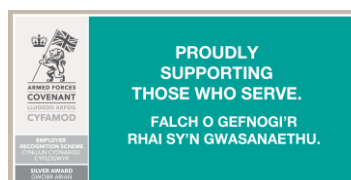
Donor medicals are undertaken at Llandough and we pay a set fee per donor to the Consultant, we are not charged a fee by C&V for use of the premises. The medical is only part of the donor workup with other elements undertaken by WBS employed staff.

The stem cell collection is undertaken at a collection centre – primarily VCS but can be at the Nuffield or London Centre if required. For these the Consultant “oversees” remotely (by telephone) and only attends if required. This element of the service is split, an external consultant (to WBS) undertaking half of the workload and WBS employed consultants overseeing the other half. Tests requested by the medics such as CT scans would be charged directly to WBS and not the medic who requests them so not fully outsourced.

- Are there any plans to increase or decrease the use of insourcing or outsourcing medical services from October 2024 – October 25?

VCS – Medical Services – None

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WBS - Plans exist only to decrease the use of outsourced expertise and increase the use of insourced expertise e.g. stem cell donor medical evaluation from outsourced to being provided by WBS clinical services and WBMDR nursing staff.

**- What long-term strategy does the Trust have in place regarding the use of external providers for medical services?**

VCS – Medical Services – reviewing service needs as and when they arise. Currently in contract until 2027 with option to extend to 2029.

WBS - The WBMDR/WBS would retain the contracted expertise of an independent transplant clinician but would look to move all other outsourced services internal wherever possible.

**- Can you provide the names of the third-party providers involved in insourcing and outsourcing projects between October 2023 to October 2024.**

This information would need to be requested from NHS Wales Shared Services Partnership. Please submit a request to them – [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

**- How have insourcing and outsourcing projects impacted patient waiting times in the specialty areas you have previously mentioned?**

VCS – Contract in place to manage demand.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ

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Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Yours sincerely

**Non Gwilym**  
**Interim Director of Corporate Governance**  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

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