



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: 10th March 2025
Ref: CORP 2025 - 037

Dear xxx

Freedom of Information request: IT Service Delivery (CORP 2025 – 037)

Thank you for your request for information which the Trust received on 19th February 2025.

Your Request:

Please provide the following information where available:

1. *Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?*
2. *Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).*
3. *Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).*

Please find the Trust’s response below:

1. Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?

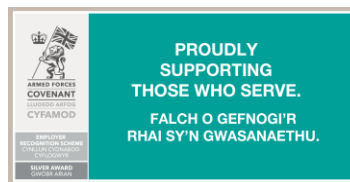
The Trust’s current service model is a mixture of in-house developed and outsourced / third party services, covering a range of clinical and operational / administrative functions of the Trust, including both divisions - Velindre Cancer Service and the Welsh Blood Service. Third party services are procured from a wide range of suppliers, such as Microsoft, MAK-System (blood management system), Digital Health & Care Wales (national NHS Wales IT solutions), CiS (Chemocare SACT Chemotherapy solution), Dell (client devices) and HPE Aruba (network infrastructure). This list is not exhaustive.

Procurement is undertaken by NHS Shared Services Partnership, for any queries please direct your request to: shared.services@wales.nhs.uk.

2. Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).

We hold numerous contracts for third party digital services and systems. In order to answer this question, we would require clarification/refinement as to the scope of your request i.e. what is classed as “significant”, is there a particular set of systems you require information on (e.g. infrastructure services or operational/clinical applications)?

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu’r Saesneg. Velindre University NHS Trust is happy to receive communication in Welsh or English.





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Additionally, please refer to our Disclosure Log for previous requests regarding our Digital contracts:
<https://velindre.nhs.wales/about-us/publications/freedom-of-information/foi-page-items/disclosure-logs/>

3. Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).

The Trust's future IT plans are set out in our Digital Strategy - "Digital Excellence: 2023 - 2033". This can be accessed via our website:
<https://velindre.nhs.wales/about-us/publications/strategic-documentation/digital-excellence-our-strategy-2023-2033/>

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.

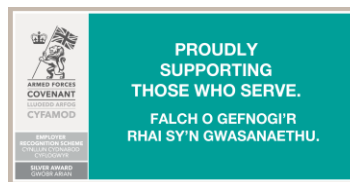
You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff,
CF15 7QZ

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

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Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
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2 Charnwood Court
Heol Billingsley
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