



Cais Rhyddid Gwybodaeth / Freedom of Information request Ein Cyf / Our Ref: 25-K-031

You clarified on 17th December 2025 that your request refers to a dedicated Print room equipped with high volume devices for bulk printing but not general printing on MFDs/printers.

You asked:

Print Room

- 1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?**
No
- 2. Is this run by your own staff or outsourced to a third-party provider?**
Not applicable
- 3. If run internally, how many full-time equivalent (FTE) run this facility?**
Not applicable
- 4. Number of devices & model type/s?**
Not applicable
- 5. Name of incumbent supplier?**
Not applicable
- 6. Contract start / end date and length of any option to extend?**
Not applicable
- 7. If outsourced, please advise contract start / end date and length of any option to extend?**
Not applicable
- 8. Was this contract awarded through a framework? If yes, which one used?**
Not applicable
- 9. Annual spend (ex VAT) covering non-pay & staff costs or total outlay if this service is outsourced**
Not applicable

External Print

- 1. Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)?**
Yes for the Bay Health SBU staff newspaper

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi. We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cadeirydd/Chair: Jan Williams Prif Weithredwr/Chief Executive: Abigail Harris

Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR
Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe

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2. Name of incumbent supplier/s?

Hague Group, Cardiff

3. If this arrangement provided under contract, please advise start / end date and length of any option to extend?

This was a local quotation exercise and is awarded for a 12-month period from 01/06/2025 with a possible extension for 6 months.

4. Was this contract awarded through a framework? If yes, which one used?

No – please see Q3 above

5. Alternatively, was this awarded through a DPS arrangement?

No – please see Q3 above

6. Annual spend (ex VAT) for this service over the past 12 months?

Just under £20,000 in 2025/26. Please note that this figure was not solely for printing costs, but also included the cost of distribution to sites across Swansea Bay, including GP surgeries.

Mail Room (Inbound and/or Outbound)

1. Do you have your own in-house Mail Room operation?

Singleton - Yes

Morrison - Yes

Neath Port Talbot - Yes

2. If yes, how is the service run - physical or digital mail distribution?

Singleton - Physical

Morrison - Physical

Neath Port Talbot - Physical

3. Is this run by your own staff or outsourced to a third-party provider?

Singleton – own staff

Morrison – own staff

Neath Port Talbot – own staff

4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?

Singleton – 2 FTE

Morrison – 3 FTE

Neath Port Talbot – 1 FTE

5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?

Singleton – n/a

Morrison – n/a

Neath Port Talbot – n/a

6. Was this contract awarded through a framework? If yes, which one used?

n/a

7. Annual spend (ex VAT) covering non-pay and staff costs or total outlay if this service outsourced?

Singleton – 2 x AfC Band 2 staff (scale is £24,833pa)

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Morrison – 2 x AfC Band 2 staff (scale is £24,833pa) & 1 x AfC Band 4 staff (scale is £27,898pa to £30,615pa)

Neath Port Talbot – 1 x AfC Band 2 staff (£24,833pa)

8. Do you use a Hybrid Mail service as part of your patient communications approach?

Yes

9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?

(a) Synertec (b) expires 30th November 2027 with an option to extend for a further 2 years. (c) Patient/Citizen Communication and Engagement Solutions.

Medical records / Digital Forms / Storage

1. Have you yet to start, partly started or completed scanning your medical records?

We have not commenced scanning of the acute record. Where records are managed across the Health Board separately from the acute record within some of these services, they have commenced the scanning/digitisation of the record.

2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier

Not applicable

3. Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)?

No. Paper records are made available upon admission, nursing records are digitally available

4. If you are not using a PiP approach, do you scan your end of episode material?

No

5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier

We currently use a 3rd party supplier, The Maltings, for validated records that are due to be destroyed.

Our main centralised Health Records library is based offsite in Llansamlet, we also have sub libraries on the Morrison, Singleton and Neath Port Talbot Hospital sites which house inactive records. We also have a deceased storage area based in Llangennech.

6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows?

Yes staff absence is recorded on ESR, along with mandatory training and appraisal compliance figures.

The organisation also utilises Allocate Optima, which manages roster based workflows.

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7. Finally, who at the Health Board is responsible for these arrangements?

Matt John, Director of Digital

Tina Ricketts, Director of Workforce and OD

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