



Ref: FOIA Reference 2022/23-629

Date: 3<sup>rd</sup> March 2023

Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 31<sup>st</sup> January 2023 requesting information under the Freedom of Information Act (2000) regarding neutral vendor managed service

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Do you currently receive a neutral vendor managed service, or master vendor managed service, for the supply of temporary agency staff?**

**Please provide the following information for each staffing group. If there is no service provider, please state this.**

**i. Medical / Dental**

- Name of the managed service provider?
- Are they a neutral vendor or master vendor?
- Expiry date of contract with the managed service provider?

**ii. Allied Health Professionals (AHPs) / Scientific, Therapeutic and Technical**

- Name of the managed service provider?
- Are they a neutral vendor or master vendor?
- Expiry date of contract with the managed service provider?

**iii. Nursing and Midwifery / Healthcare Assistants (HCAs)**

- Name of the managed service provider?
- Are they a neutral vendor or master vendor?
- Expiry date of contract with the managed service provider?

**iv. Non-Medical, Non-Clinical (NMNC)**

- Name of the managed service provider?
- Are they a neutral vendor or master vendor?
- Expiry date of contract with the managed service provider?

A1 See below:  
Medical – no  
AHP/HSS – Maxxima – Master Vendor – 07/08/21-08/08/24 (plus 12 month option to extend)  
Nursing – Day Webster – Master Vendor – 01/10/22-30/09/23 (plus 3 x 12 months option to extend)  
NMNC - no

**Q2 Do you currently have a direct engagement (DE) provider in place, for VAT reclaim on agency spend?  
Please provide the following information for each staffing group. If there is no service provider, please state this.**

**i. Medical / Dental**

- Name of the DE provider?
- Expiry date of contract with the managed service provider?

**ii. Allied Health Professionals (AHPs) / Scientific, Therapeutic and Technical**

- Name of the DE provider?
- Expiry date of contract with the managed service provider?

**iii. Non-Medical, Non-Clinical (NMNC)**

- Name of the DE provider?
- Expiry date of contract with the managed service provider?

A2 See below:  
Yes  
PWC  
01/10/21-30/09/23 (plus 2 x 12 month option to extend)  
This contract covers Medical Locums and AHP/HSS staff  
iii. No

**Q3 Please can you provide 2022 full calendar year (01/01/2022 – 31/12/2022) spend figures on temporary agency staff (agency throughput)? If this is unavailable, please provide figures for FY 21/22.**

**Please provide the following information for each staffing group. If there is no agency spend, please state this.**

**i. Medical / Dental**

- 2022 spend on temporary agency staff (excluding VAT)?

**ii. Allied Health Professionals (AHPs) / Scientific, Therapeutic and Technical**

- 2022 spend on temporary agency staff (excluding VAT)?

**iii. Nursing and Midwifery / Healthcare Assistants (HCAs)**

- 2022 spend on temporary agency staff (excluding VAT)?

**iv. Non-Medical, Non-Clinical (NMNC)**

- 2022 spend on temporary agency staff (excluding VAT)?

A3 Refer to the attached spread sheet: note, our ledger does not give us the ability to export Net/Gross values as we don't accrue at that level of detail so the figures we have provided are at Gross cost

**Q4 Please can you provide the name of the person who looks after temporary agency staffing at the Trust?  
Please provide the following information for each staffing group. If multiple people lead this from different departments, please give the details of each person.**

**i. Medical / Dental**

- **Name**
- **Job Title**
- **Department**

**ii. Allied Health Professionals (AHPs) / Scientific, Therapeutic and Technical**

- **Name**
- **Job Title**
- **Department**

**iii. Nursing and Midwifery / Healthcare Assistants (HCAs)**

- **Name**
- **Job Title**
- **Department**

**iv. Non-Medical, Non-Clinical (NMNC)**

- **Name**
- **Job Title**
- **Department**

A4 See below:

**i. Medical / Dental**

- **Name:** Diane Poulson\*
- **Job Title:** Assistant Director of HR: Resourcing
- **Department:** People Directorate

**ii. Allied Health Professionals (AHPs) / Scientific, Therapeutic and Technical**

- **Name** Jane Teasdale\* and Noleen Hellis\*
- **Job Title** Divisional Therapy Manager
- **Department**

**iii. Nursing and Midwifery / Healthcare Assistants (HCAs)**

- **Name** Carol Lloyd-Bennett\*
- **Job Title** Senior nurse for education and workforce
- **Department** Corporate Nursing

**iv. Non-Medical, Non-Clinical (NMNC)**

- **Name** N/A
- **Job Title** N/A
- **Department** N/A

**Q5** Please can you provide the name of the person who leads temporary agency staffing at ICS level?

Please provide the following information for each staffing group. If multiple people lead this from different departments at ICS level, please give the details of each person.

**i. Medical / Dental**

- **Name**
- **Job Title**
- **Department**

**ii. Allied Health Professionals (AHPs) / Scientific, Therapeutic and Technical**

- **Name**
- **Job Title**
- **Department**

**iii. Nursing and Midwifery / Healthcare Assistants (HCAs)**

- **Name**
- **Job Title**
- **Department**

**iv. Non-Medical, Non-Clinical (NMNC)**

- **Name**
- **Job Title**
- **Department**

A5 Information not held by UHNM – you need to contact the ICS

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records