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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 18th June 2021
Ein Cyf / Our Ref: 21-E-023

01639 648363

FOIA.Requests@wales.nhs.uk

[REDACTED]

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

[REDACTED],

I refer to your Freedom of Information Act Request acknowledged by ourselves on 18th May 2021. Your request sought information relating to electronic signatures and paper based processes.

1. Do you currently use any form of electronic signing tool?

No

2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?

Not applicable

3. How many documents do you send for signature / approval annually? What % are printed?

You clarified on 24th May 2021 that when you state "send for signature" you are referring to the process where a document (internal document or citizen facing document) needs to be signed with a signature or initialled for an approval. For example - an internal budget that would need to be signed off by a manager before it was approved, a disclaimer that is given to a patient that needs to be signed ahead of treatment etc.

I can confirm that this information is not help centrally. To obtain this information would involve a manual trawl and search of documents which we have estimated would significantly exceed the 18 hours limit set down by the FOI Act as the reasonable limit. Section 12 of the FOI Act and The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

4. Are your signing processes primarily paper-based?

You clarified on 24th May 2021 that by "signing processes" you are referring to any process that involves a document that needs to be signed by a recipient, as per examples in question 3.

I can confirm that this information is not held centrally. To obtain this information would involve a manual trawl and search of documents which we have estimated would significantly exceed the 18 hours limit set down by the FOI Act as the reasonable limit. Section 12 of the FOI Act and The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

5. What is your current annual spend on paper, postage and document storage?

You clarified on 24th May 2021 that you are looking for both electronic and physical storage.

We have provided this information for financial year 2020/21.

Storage

Our storage of electronic data is managed internally within each separate team/department, as well as by Digital Health and Care Wales (DHCW) – the totals of which are not held centrally.

The Health Board uses three main suppliers for physical document storage. In 2020/21, the Health Board spend on these three storage suppliers was £83,953.83 (excluding VAT).

Paper

In 2020/21, the Health Board spend on copier paper (including coloured paper) was £98,790.78 (excluding VAT).

Postage

In 2020/21, the Health Board spend on postage (including lease costs for franking machines) was £309,078.75 (excluding VAT).

6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

Currently there are no projects aimed at reducing paper-based processes. However, Health Board staff are encouraged wherever possible to reduce the need for printing.

7. If so, who is leading it?

Not applicable.

8. How much employee time is it taking to create, send, chase and store documents that require signature?

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Protection (Appropriate Limit and Fees) Regulation 2004 provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

9. How many employees do you have?

Swansea Bay Health Board employs approximately 13,400 Permanent and Fixed Term employees. This does not include Bank, Locum or Honorary staff.

10. What percentage of employees work remotely?

I can confirm that this information is not currently held by the Health Board.

11. Can you provide names and contact details for the following people within your organisation?

a. CIO / IT Director

Matt John, Director of Digital
matt.dmj.john@wales.nhs.uk

b. Head of IT

Matt John, Director of Digital
matt.dmj.john@wales.nhs.uk

c. Head of Digital Transformation

Matt John, Director of Digital
matt.dmj.john@wales.nhs.uk

d. Head of Housing Operations

I can confirm that Swansea Bay Health Board employs no such position.

e. Head of Legal

Hazel Lloyd, Head of Patient Experience, Risk & Legal Services
Hazel.Lloyd@wales.nhs.uk

f. Head of HR

Kathryn Jones, Interim Director of Workforce and OD
Kathryn.Jones25@wales.nhs.uk

12. Do you currently use any of the following Microsoft applications?

- a. O365** - yes
- b. SharePoint** - yes
- c. Teams** - yes
- d. Dynamics** - no
- e. Power Automate** - yes

13. Do you use any Adobe products? If yes, which ones?

Yes

- Adobe Acrobat 11 Professional Writer
- Adobe Acrobat 9 Writer Standard
- Adobe Acrobat DC Pro Subscription
- Adobe Acrobat DC Writer 2020
- Adobe Acrobat Professional DC 2015 Writer
- Adobe Acrobat Writer 2015 Standard



- Adobe Acrobat Writer 2017 Professional
- Adobe Acrobat Writer 2017 Standard Install
- Adobe Acrobat XI Writer Standard
- Adobe Air 32.0.0.125
- Adobe Captivate 11
- Adobe Creative Cloud
- Adobe Flash Player 32.0.0.453
- Adobe Flash Player 32.0.0.453
- Adobe Flash Player 32.0.0.453
- Adobe Reader DC
- Adobe Shockwave Player 12.3.5.205

14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

	Product Name	Vendor	Version	Contract Date End	Number of Licences
Human Resources	ER Tracker	Allocate UK	Current	Oct-23	12,000
	ESR	All details are held by NWSSP on an All Wales basis.*			
	Kronos	KRONOS International	8.1	NA - not in contract	5,200
Patient Related	WPAS	Not applicable - this is a NHS Wales bespoke solution			
Legal Services	Datix	RL Datix	Current	Rolling	4 historic & 2 current
	Lawtel Online	Thomson Reuters	Current	Rolling	1
Email and Collaboration	Microsoft 365 (including Exchange and Teams)	Microsoft (All Wales Contract)	Current	Jun-23	Approximately 110k across Wales

* these contracts are Procured on an All Wales basis by NHS Wales Shared Services Partnership (NWSSP), and the details of the contracts are held by them. Please contact Tim Knifton, Information Governance Manager on shared.services@wales.nhs.uk

15. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number?

SIRO

Pamela Wenger, Director of Corporate Governance

Pamela.Wenger@wales.nhs.uk

Caldicott Guardian

Richard Evans, Executive Medical Director

Richard.Evans9@wales.nhs.uk

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.



Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger
Director of Corporate Governance

