



Ref: FOIA Reference 2021/22-579

Date: 23<sup>rd</sup> March 2022

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

Dear

I am writing to acknowledge receipt of your email dated 15<sup>th</sup> February 2022 requesting information under the Freedom of Information Act (2000) regarding Master vendor.

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**

On 17<sup>th</sup> February 2022 we contacted you via email as we required clarification on what you meant by "Permanent Agency Staff Manager"

On 20<sup>th</sup> February 2022 (received into our office 21<sup>st</sup> February) you replied via email with:

*'To clarify; by "Permanent Agency Staff Managers" I mean the person (or persons) that are in charge of speaking with healthcare recruitment agencies to hire permanent healthcare staff for your trust. By "Temporary Agency Staff Managers" I mean the person (or persons) that are in charge of speaking with healthcare recruitment agencies to hire temporary (locum) healthcare staff for your Trust'.*

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 I'm currently conducting research to finalise a business plan which will enable us to assist the NHS/you with dramatically cutting down on agency spend and shift cancellations. Meaning not only would spend decrease but simultaneously patient care and safety would increase. To move into the next stages we require further information**

and direct feedback from Agency Staff Bank Managers to hear their thoughts and if they believe it's something that will help strengthen the NHS recruitment process. I have attached an excel document as a template guide for you to input your answers to the following questions:

**For Hospitals**

1. Names of the Hospitals within your Trust?
2. Do you utilise Master vendor services? (ID Medical/Medacs/Retinue/Bank Partners/GRI). If yes, please provide your Master Vend Account Manager's email
3. Temporary Agency Staff Manager's Full Name, Email & Direct Dial (Telephone)
4. Permanent Agency Staff Managers Full Name, Email & Director Dial (Telephone)
5. Off framework agency spend between Feb 2021-Date
6. Framework agency spend between Feb 2021 - Date
7. Total agency shift cancellations between Feb 2021 - Date
8. Names of the OFF-Framework agencies used between 2021-Date
9. Names of the OFF-Framework agencies used between 2021-Date

**For Urgent Care Centres/Walk-in Clinics**

1. Names of the Hospitals within your Trust?
2. Do you utilise Master vendor services? (ID Medical/Medacs/Retinue/Bank Partners/GRI). If yes, please provide your Master Vend Account Manager's email
3. Temporary Agency Staff Manager's Full Name, Email & Direct Dial (Telephone)
4. Permanent Agency Staff Managers Full Name, Email & Director Dial (Telephone)
5. Off framework agency spend between Feb 2021-Date
6. Framework agency spend between Feb 2021 - Date
7. Total agency shift cancellations between Feb 2021 - Date
8. Names of all the OFF-Framework agencies used between 2021-Date
9. Names of all the OFF-Framework agencies used between 2021-Date

A1 See below:

Q2: The exemption which has been relied upon is section 40(2) of the Freedom of Information Act 2000 with regards to the name, job title, telephone number and email address of the non UHNM staff individuals.

The disclosure of this information is subject to balancing the legitimate interest to disclose against the rights of the individuals. Upon balancing these two factors, we have found that the rights of the individual outweigh the legitimate interest to disclose. Therefore, it would be unfair to the data subject if this information is disclosed. The disclosure of the name, job title, telephone number and email address would not add anything further to this request for information.

Furthermore, it would be unfair to disclose the name, job title, telephone number and email address of non UHNM staff individuals to the general public.

The individual would expect a right to privacy. They would only expect that their name, job title, telephone number and email address are disclosed to the relevant people in connection with Trust business and also in relation to the discharge of the responsibilities involved in their post. It would not be reasonable to disclose their name, job title, telephone number and

email address to the general public for non UHNM staff. Furthermore, the release of this information may also lead to a greater number of unsolicited correspondences.

The first condition under section 40(3A) has been contravened as it would not be fair to disclose the name, job title, telephone number and email address of non UHNM staff individual. Therefore, the name, job title, telephone number and email address of the individual, has been withheld.

<p>For Hospitals</p> <p>1. Names of the Hospitals within your Trust?</p> <p>2. Do you utilise Master vendor services? (ID Medical/Medacs/Retinue/Bank Partners/GRI). If yes, please provide your Master Vend Account Manager's email</p>	<p>1. As per letter head</p> <p>2. Yes</p> <p>3. Nursing – Medacs = section 40 exemption as detailed above</p> <p>4. AHP/HSS – maxxima) = section 40 exemption as detailed above</p>
<p>3. Temporary Agency Staff Manager's Full Name, Email &amp; Direct Dial (Telephone)</p>	<p>Medical Staffing: Emma Mellor*, Emma.Mellor@uhnm.nhs.uk, 01782 228408</p>
<p>4. Permanent Agency Staff Managers Full Name, Email &amp; Director Dial (Telephone)</p>	<p>Medical Staffing: Emma Mellor*, Emma.Mellor@uhnm.nhs.uk, 01782 228408</p>
<p>5. Off framework agency spend between Feb 2021-Date</p>	<p>No off framework usage</p>
<p>6. Framework agency spend between Feb 2021 – Date</p>	<p>AGENCY SPEND FOR 01/02/21 - 31/01/22</p> <p>Consultants - £7,119,007.35</p> <p>Staff/Career Grade Dr - £397,249.21</p> <p>Trainee Grade Dr - £5,408,038.93</p> <p>Qualified Nursing - £3,198,477.02</p> <p>Scientific Therapies and Tech - £1,043,284.90</p> <p>Support to Clinical - £429,263.65</p> <p>Infrastructure Support - £1,597,512.53</p> <p><b><u>TOTAL AGENCY SPEND -</u></b> <b><u>£19,192,903.59</u></b></p>
<p>7. Total agency shift cancellations between Feb 2021 -</p>	<p>Medical Agency – data is not held. Not all areas use the e-rostering system to</p>

Date	record Agency shift cancellations
8. Names of the OFF-Framework agencies used between 2021-Date	Not applicable
9. Names of the OFF-Framework agencies used between 2021-Date	Duplicated above
For Urgent Care Centres/Walk-in Clinics 1. Names of the Hospitals within your Trust? 2. Do you utilise Master vendor services? (ID Medical/Medacs/Retinue/Bank Partners/GRI). If yes, please provide your Master Vend Account Manager's email	Not applicable
3. Temporary Agency Staff Manager's Full Name, Email & Direct Dial (Telephone)	See above
4. Permanent Agency Staff Managers Full Name, Email & Director Dial (Telephone)	See above
5. Off framework agency spend between Feb 2021-Date	See above
6. Framework agency spend between Feb 2021 – Date	See above
7. Total agency shift cancellations between Feb 2021 - Date	See above
8. Names of all the OFF-Framework agencies used between 2021-Date	See above
9. Names of all the OFF-Framework agencies used between 2021-Date	Duplicated above

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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.

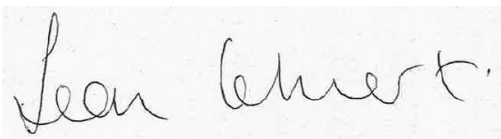
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert  
**Data, Security & Protection Manager**