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| Freedom of Information Request | FOI 21-302 | 10 <sup>th</sup> August 2021 |
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**I'd be grateful if you could confirm if you have entered into any agreements with analytics or business intelligence companies such Lightfoot Solutions for example. I'm interested in any company or consultancy where you share large patient data sets in order to gain insight.**

The Health Board has a number of contracts and agreements in place where BI and data insights are used to manage day to day operations, provide insight for improvement and performance reporting. These include diagnostics providers, BI Platforms, Clinical platforms to connect with patients, all of these have analytical analysis packages included. Information is subject to Information Governance arrangements and appropriate policies and processes in place to anonymise information

**If so, can you confirm the payments made to the company in this (2021/2), last (2020/1) and the previous (2019/20) financial years? Could you also confirm the contact term and which other analytics providers were evaluated during the procurement process.**

The contract awards have followed the Health Board's Standing Financial Instructions (SFI's) and NHS Wales Shared Service Partnership Procurement Processes.

| Supplier               | Spend<br>2021-22 | Spend<br>2020-21 | Spend<br>2019-20 | Contract<br>Term              | Other<br>providers<br>evaluated  |
|------------------------|------------------|------------------|------------------|-------------------------------|--|
| Dr Doctor              | £135,200         | £1,288,000       | £346,713         | 31/03/2021<br>–<br>30/03/2023 | Direct award<br>via Crown<br>Commercial<br>Service G-<br>Cloud 12<br>Framework |
| Lightfoot<br>Solutions | £1,455,536       | £1,750,920       | £399,000         | 31/03/2021<br>–<br>30/03/2023 | Direct award<br>via Crown<br>Commercial<br>Service G-<br>Cloud 12<br>Framework |

**Could you describe the benefits and outputs to date? For example have you seen a service improvement due to their analytical work.**

There are a number of benefits being realised by the Health Board through support and analytical capability, including:

- Understanding and insight into patient pathways and variation across our whole system as we recover our services and bed in our new system
- Understanding operational performance and causes of variation
- Identifying bottlenecks and potential patient safety risk
- Providing real live data for services to be able to make informed decisions
- Covid planning to inform resource and workforce plan
- The ability to forecast and understand demand and service risk during unprecedented times
- The Health Board has recently had a unique and whole system change with the building and opening of the Grange University Hospital (GUH). The need to understand the impact of the system change, predict the demand and address issues ahead of opening and now as part of day to day operations has been an unquestionable requirement. The new service structure and the GUH remains very new and with the added complexity of the Pandemic, this ongoing capability is vital as we stabilise the system and recover.