



Our Ref: FOI 20/256

5 October 2020

Request and Response

On 2 October 2020 the Trust received an email requesting the following information:

In relation to your healthcare agency supply of temporary workers could you please provide the answers to the following questions in the below table:

1. Do you have a Master Vendor or Neutral Vendor arrangement in place?

[The Trust does not have a Master or Neutral Vendor arrangement in place and, as such, Questions 2 to 5 are not applicable.](#)

2. If yes, who is your current Master Vendor or Neutral Vendor Provider and which disciplines do they supply?
3. What fill rates are achieved with your Master Vendor or Neutral Vendor Provider in the various disciplines?
4. Are you charged a fee for the service and if so, what is the cost?
5. What is the expiry date for your current contract/contracts?

General Nursing
Theatres (Nursing)
Healthcare Assistants
RMN's (Where applicable)
Doctors (All specialisms)
Non-Medical, Non-Clinical
ENP/ANP

In relation to your bank workforce expenditure please could you provide answers to the following questions?

1. Do you use any external/3rd parties to manage your bank workforce?

[The Trust does not use any third party suppliers but as a result of Covid-19 we have entered into a contract with NHS Professionals as part of their Covid-19 response for this year. This is a short term rolling contract with a month's notice. We intend to use this contract until end of March 2021.](#)

2. If so, please provide the name of the provider and contract start and end dates.

[Please refer to Question 1.](#)

3. Which bank software do you use and how long are you in contract with them?

We use Bankstaff from Allocate as our software and this is part of a wider contract with Allocate for a number of products. This is due for renewal in March 2021.

Review Procedure

We hope this provides the information required. However, if it is felt that the way the request was handled or the content of the response is unsatisfactory and should be reviewed, please write to the Information Governance Team at FOI@nwbh.nhs.uk requesting an internal review and stating the reference number at the top of this document.

A request for an internal review should be submitted within 40 working days of the day this response was sent. Any such request received after this time will only be considered at the discretion of the Data Protection Officer.

If it is then felt that the outcome of the internal review is unsatisfactory, a complaint can be made directly to the Information Commissioner's Office (ICO) for a decision, but it should be noted that the ICO will not make a decision unless the Trust's internal review process has been followed first. The ICO's contact details are available at: <https://ico.org.uk/global/contact-us/>.