

Our ref: IG/FOI/FOI.508.25

03 October 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 22 September 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require. For ease of reference your request is set out below and my response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

I am writing to you under the Freedom of Information Act 2000 to request the following information from Powys Teaching Health Board relating to stoma and catheter products.

1. Name(s) of the awarded contract(s) and awarded suppliers - **I can confirm that Powys Teaching Health Board (PTHB) use COBWEB system which is a computer-based software package providing central patient management for the ordering of continence products and appliances. This is under a licence agreement to use their software.**

PTHB has a product formulary which uses a range of suppliers. A range of suppliers includes company pharmacies known as Dispensing Appliance Contractor (DAC), to the patient or the patient's nominated community pharmacy.

2. Duration of contract award(s) and projected contract(s) end date(s) - **There is no contract length with COBWEB. The formulary is reviewed by continence service staff and medicines management service every 3 years. I can confirm that the current formulary was approved January 2025, and the review will begin in summer 2027 for completion by January 2028.**

3. Total estimated annual value of the awarded contract(s) - **There is no contractual value to COBWEB.**
4. Estimated or projected annual service costs payable to the awarded supplier(s) - **There are no service costs payable to any suppliers. The items provided are not chargeable to the COBWEB system but are paid to individual suppliers through the prescription payment process. Items are priced at drug tariff price regardless of individual supplier.**
5. Estimated or projected number of patients receiving the service, split by stoma and catheter - **Total active patients 2024/2025 averaged 1405. 10-15% estimated for stoma with the rest split with catheters and bowel management appliances.**
6. Format of the contract(s). For example, is it based on (i) a fee per activity delivered, (ii) a fee per annum per patient, or (iii) block contract(s) - **No formal contract. Licence software agreement. See Q4. Payment to suppliers through prescription payment process.**
7. Outline how the suppliers' performance is being assessed during the contract(s) term in the areas of cost savings and patient satisfaction measure. **Quarterly Business Review (QBR) with COBWEB team to monitor costs, product use/ spread. Patient satisfaction survey conducted every 2 years.**
8. Outline the percentage of patients that switch product manufacturers within 3 months of being enrolled into the appliance prescription service(s) - **None, unless clinically indicated.**
9. Provide an outline of any evidence on the delivered value (economic, patient, workforce) this service has delivered to the ICB/ICS - **PTHB is not part of an Integrated Care Board (ICB)/ Integrated Care Systems (ICS). The use of COBWEB provides oversight of products ordered and clinical support to patients. The objective is cost effective product management, prevention of stockpiling by patients and appropriate clinical prescribing getting the right product to the right patient, maintaining health and wellbeing. It benefits both patients, GP's (Primary Care) and the organisation.**
10. Which job role manages this contract(s) on behalf of the ICB? - **On behalf of PTHB the Continence Service Manager and Lead Administration Officer (Continence) manage this.**
11. Was this service procured via a formal tender, Call of a Framework or piloted? - **The service was not procured via a formal tender, Call of a framework or pilot study.**
12. Is a prescription management service part of your current setup, or under consideration for future implementation? - **A prescription management service is part of our set up**

If you have queries or any concerns, contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact us and we will arrange for this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government Licence.

Yours sincerely



David Farnsworth
Assistant Director, Community Services Group

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.