

Email 1

From: Hywel Jones (NWSSP Procurement Sourcing) (REDACTED – S40)

Sent: 26 April 2021 15:52

To: (REDACTED – S40) (HSS - Delivery & Performance) (REDACTED – S40)

Cc: (REDACTED – S40) (HSS - Delivery & Performance) (REDACTED – S40)

Subject: RE: AW52 Consultant Connect - Approval required)

Hi both,

Contract has been signed and is attached for info. Attain had already signed 2 weeks ago.

Any queries please let me know.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Hywel Jones (NWSSP Procurement Sourcing)

Sent: 26 April 2021 07:46

To: (REDACTED – S40)

Cc: (REDACTED – S40)

Subject: RE: AW52 Consultant Connect - Approval required

Hi (REDACTED – S40)

Not yet and it was escalated on Friday. Hoping to let you know it's signed later today / tomorrow.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: (REDACTED – S40)

Sent: 23 April 2021 17:54

To: (REDACTED – S40) (NWSSP Procurement Sourcing) (REDACTED – S40)

Cc: (REDACTED – S40)

Subject: RE: AW52 Consultant Connect - Approval required

Hi Hywel – can you confirm whether this has now been approved / signed?

Diolch

(REDACTED – S40)

Rheolwr Prosiect / Project Manager

Rhaglen Genedlaethol ar gyfer Gofal wedi'i Gynllunio / National Planned Care Programme

From: Hywel Jones (NWSSP Procurement Sourcing) **(REDACTED – S40)**

Sent: 14 April 2021 13:05

To: **(REDACTED – S40)** (HSS - Delivery & Performance) **(REDACTED – S40)** (HSS - Delivery & Performance) **(REDACTED – S40)**

Subject: FW: AW52 Consultant Connect - Approval required

Importance: High

Hi **(REDACTED – S40)**

Thanks for the update.

NHS has now approved and the documentation for approval has gone to **(REDACTED – S40)** to approve – see below e-mail. If you are able to nudge **(REDACTED – S40)** for approval that would be great.

(REDACTED – S42)

Also, unsure if you're aware but the BBC has asked questions via an FOI this morning– please see attached. I will respond back to them after paperwork is completed. Clearly the issues will continue after everything is signed.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: **(REDACTED – S40)** (NWSSP Procurement Admin) **(REDACTED – S40)**

Sent: 14 April 2021 12:55

To: **(REDACTED – S40)**

Cc: Hywel Jones (NWSSP Procurement Sourcing) **(REDACTED – S40)** (NWSSP Procurement Sourcing) **(REDACTED – S40)**

Subject: FW: AW52 Consultant Connect - Approval required

Importance: High

Hi **(REDACTED – S40)**

Please find attached contract for approval, I have attached the email Hywel received giving them the go ahead following **(REDACTED – S40)** email to you.

Can you please process as urgent.

Any queries please let us know

Thanks

(REDACTED – S40)

(REDACTED – S40)

Cynorthwydd Rheoli / Management Assistant

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: (REDACTED – S40) (NWSSP- Procurement & HCS) **(REDACTED – S40)**

Sent: 13 April 2021 10:59

To: (REDACTED – S40) (NWSSP Procurement Admin) **(REDACTED – S40)**

Subject: FW: AW52 Consultant Connect - Approval required

Importance: High

Hi **(REDACTED – S40)**

Happy for this to go forward to WG once they confirm ok to proceed thanks.

Kind Regards

(REDACTED – S40)

Gyfarwyddwr Gwasanaethau Caffael a Thywys Iechyd

Director of Procurement and Health Courier Services

From: (REDACTED – S40) (NWSSP Procurement Admin) **(REDACTED – S40)**

Sent: 13 April 2021 09:35

To: (REDACTED – S40) (NWSSP- Procurement & HCS) **(REDACTED – S40)**

Subject: FW: AW52 Consultant Connect - Approval required

Importance: High

For approval please

Given this mornings message from WG – I won't send it across until they confirm we are OK to proceed

Thanks

(REDACTED – S40)

Cynorthwydd Rheoli / Management Assistant

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Hywel Jones (NWSSP Procurement Sourcing) **(REDACTED – S40)**

Sent: 12 April 2021 15:44

To: **(REDACTED – S40)** (NWSSP Procurement Admin) **(REDACTED – S40)**

Subject: AW52 - Approval required

Importance: High

Hi **(REDACTED – S40)**

Further to the approval from WG for the Briefing Paper (attached), can **(REDACTED – S40)** approve the Ratification Paper for Consultant Connect please?

(REDACTED – S40) has approved, and the paper is similar to the Briefing Paper that **(REDACTED – S40)** approved last week. Given the urgency, if **(REDACTED – S40)** is able to approve asap that would be great please.

I've also attached the WG Trust Notification paper, and WG are lined up to approve asap.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

Email 2

From: Hywel Jones (NWSSP Procurement Sourcing) (REDACTED – S40)

Sent: 12 May 2021 09:29

To: (REDACTED – S40) (HSS - Delivery & Performance) (REDACTED – S40) (HSS - Delivery & Performance) (REDACTED – S40)

Subject: FW: Consultant Connect Limited

Hi both,

Further to yesterday's call, and the FOI from Cinapsis, below is an e-mail I sent to NHS Legal team on Monday with my proposed feedback.

I haven't had a response back from Legal yet, and nothing will be sent to Cinapsis until you get feedback on point 6 of the below.

As before, I will run by you the proposed final version to Cinapsis before sending to them.

Any queries please let me know.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Hywel Jones (NWSSP Procurement Sourcing)

Sent: 10 May 2021 15:06

To: (REDACTED – S40) (NWSSP - L&RS) (REDACTED – S40) (NWSSP - Information Governance) (REDACTED – S40)

Subject: FW: Consultant Connect Limited

Importance: High

(REDACTED – S42)

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 08 May 2021 11:15

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Re: Consultant Connect Limited

(REDACTED – S42)

Kind regards,

Owain

Dr Owain Rhys Hughes FRCS

CEO | Cinapsis

On Sat, 8 May 2021 at 11:07, Owain Rhys Hughes <owain@cinapsis.org> wrote:

Dear Hywel,

For the avoidance of doubt, all correspondence should be considered under the FOIA.

Please could you:

1. provide a copy of the contract with Attain that you refer to below.
2. confirm the date that contract came into effect.
3. provide a copy of any contract with Consultant Connect Limited or Teladoc Health UK Limited.
4. provide details about who gave authorisation for the contract award to be made to Attain and tell me when was this authorisation given.
5. provide details about what authorisation was given to Attain to sub-contract 100% of the contract to Consultant Connect Limited.
6. A copy of any DPIA relating to the services being provided by Consultant Connect Limited.
7. Details of which indemnity scheme is being used for the National Consultant Network.

Kind regards,

Owain

Dr Owain Rhys Hughes FRCS

CEO | Cinapsis

On Sat, 8 May 2021 at 07:08, Owain Rhys Hughes <owain@cinapsis.org> wrote:

Dear Hywel,

You told me on 12 April that the award to Consultant Connect Limited was pending authorisation.

Please could you tell me who gave authorisation - by which mechanism and according to which Standard Financial Instructions for the award of this contract to Attain?

Kind regards,

Owain

Dr Owain Rhys Hughes FRCS
CEO | Cinapsis

On Wed, 5 May 2021 at 15:50, Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Hi Owain,

Lot 1.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 05 May 2021 14:59

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Re: Consultant Connect Limited

Hi Hywel,

Thank you.

Which Lot?

Owain

Dr Owain Rhys Hughes FRCS
CEO | Cinapsis

On Wed, 5 May 2021 at 14:55, Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Hi Owain,

The Framework used is Transforming Organisations, Partnerships & Systems – Multi-Specialty Support & Advisory Consultancy Services.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 05 May 2021 11:55

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Re: Consultant Connect Limited

Dear Hywel,

Thank you for your response.

Please can you tell me the name of the Framework that's been used to direct award this contract Attain?

East of England Procurement Hub is a collection of Frameworks - which one was used?

Kind regards,

Owain

Dr Owain Rhys Hughes FRCS

CEO | Cinapsis

On Wed, 5 May 2021 at 10:16, Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Hi Owain,

Further to your queries and FOI request, please see below:

- a. Please can you explain why this contradicts your previous email and what you told us when we met? For the avoidance of doubt, this is a formal request for information. **The initial plan was to go out to a competitive tender. However, after discussions with the Welsh Government it was decided to continue with the services as set out, and for the reasons contained, in the attached Contract Ratification paper.**
- b. Please confirm what is the contractual position of the Welsh NHS with Consultant Connect Limited today (12 April 2021). **In order to be helpful, we are responding to your question in accordance with this arrangement as at today's date rather than 12 April 2021. The original contract with Consultancy Connect has expired and a new contract has been let to Attain Health Management Services Ltd following a compliant call off award under the East of England Collaborative Procurement Hub Framework Agreement. Under the call off contract, Attain Health Management Services Ltd has sub-contracted the provision of the services to Consultancy Connect.**
- c. Please can you confirm if it's the same contract as was entered into in April 2020? **The new contract is based upon the call off terms and conditions set out in the East of England Collaborative Procurement Hub Framework Agreement, in compliance with the said Framework Agreement.**
- d. To clarify, please can you share information that led to the decision to extend the contract beyond 12 months. **The attached Contract Ratification paper sets out the rationale for the delivery of these services for a further 12 month period.**

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 14 April 2021 07:54

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Consultant Connect Limited

Dear Hywel,

Further to my email to you on Monday, please can you confirm what is the current contractual relationship, meaning since April 10 2021, between NHS Wales, Shared Services and/or the Welsh Government and Consultant Connect Limited?

I appreciate you are still awaiting authorisation for the longer term, but please can you clarify what is the current contractual position and share that contract with me?

Thank you,

Owain

Dr Owain Rhys Hughes FRCS

CEO | Cinapsis

Email 3

From: Hywel Jones (NWSSP Procurement Sourcing) (REDACTED – S40)
Sent: 10 May 2021 07:57
To: (REDACTED – S40)
Subject: RE: Consultant Connect Limited

For info – Cinapsis have raised another FOI – see below.

I'm not surprised they've messaged back as they are relentless for information. I will liaise with (REDACTED – S40) to ensure legal have sight before we respond.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>
Sent: 08 May 2021 11:15
To: Hywel Jones (NWSSP Procurement Sourcing) (REDACTED – S40)
Subject: Re: Consultant Connect Limited

Dear Hywel,

Please find below the FOIA request again:

Dear Hywel,

For the avoidance of doubt, all correspondence should be considered under the FOIA.

Please could you:

1. provide a copy of the contract with Attain that you refer to below.
2. confirm the date that contract came into effect.
3. provide a copy of any contract with Consultant Connect Limited or Teladoc Health UK Limited.
4. provide details about who gave authorisation for the contract award to be made to Attain and tell me when was this authorisation given.
5. provide details about what authorisation was given to Attain to sub-contract 100% of the contract to Consultant Connect Limited.
6. provide a copy of any DPIA relating to the services being provided by Consultant Connect Limited.

7. provide details of how consultants on the National Consultant Network are indemnified.

Kind regards,

Owain

Dr Owain Rhys Hughes FRCS
CEO | Cinapsis

On Sat, 8 May 2021 at 11:07, Owain Rhys Hughes <owain@cinapsis.org> wrote:

Dear Hywel,

For the avoidance of doubt, all correspondence should be considered under the FOIA.

Please could you:

1. provide a copy of the contract with Attain that you refer to below.
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Owain

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Kind regards,

Owain

Dr Owain Rhys Hughes FRCS
CEO | Cinapsis

On Wed, 5 May 2021 at 15:50, Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Hi Owain,

Lot 1.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 05 May 2021 14:59

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Re: Consultant Connect Limited

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Thank you.

Which Lot?

Owain

Dr Owain Rhys Hughes FRCS
CEO | Cinapsis

On Wed, 5 May 2021 at 14:55, Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Hi Owain,

The Framework used is Transforming Organisations, Partnerships & Systems – Multi-Specialty Support & Advisory Consultancy Services.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 05 May 2021 11:55

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Re: Consultant Connect Limited

Dear Hywel,

Thank you for your response.

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East of England Procurement Hub is a collection of Frameworks - which one was used?

Kind regards,

Owain

Dr Owain Rhys Hughes FRCS
CEO | Cinapsis

On Wed, 5 May 2021 at 10:16, Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Hi Owain,

Further to your queries and FOI request, please see below:

- a. Please can you explain why this contradicts your previous email and what you told us when we met? For the avoidance of doubt, this is a formal request for information. **The initial plan was to go out to a competitive tender. However, after discussions with the Welsh Government it was decided to continue with the services as set out, and for the reasons contained, in the attached Contract Ratification paper.**
- b. Please confirm what is the contractual position of the Welsh NHS with Consultant Connect Limited today (12 April 2021). **In order to be helpful, we are responding to your question in accordance with this arrangement as at today's date rather than 12 April 2021. The original contract with Consultancy Connect has expired and a new contract has been let to Attain Health Management Services Ltd following a compliant call off award under the**

East of England Collaborative Procurement Hub Framework Agreement. Under the call off contract, Attain Health Management Services Ltd has sub-contracted the provision of the services to Consultancy Connect.

- c. Please can you confirm if it's the same contract as was entered into in April 2020? **The new contract is based upon the call off terms and conditions set out in the East of England Collaborative Procurement Hub Framework Agreement, in compliance with the said Framework Agreement.**
- d. To clarify, please can you share information that led to the decision to extend the contract beyond 12 months. **The attached Contract Ratification paper sets out the rationale for the delivery of these services for a further 12 month period.**

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Owain Rhys Hughes <owain@cinapsis.org>

Sent: 14 April 2021 07:54

To: Hywel Jones (NWSSP Procurement Sourcing) (**REDACTED – S40**)

Subject: Consultant Connect Limited

Dear Hywel,

Further to my email to you on Monday, please can you confirm what is the current contractual relationship, meaning since April 10 2021, between NHS Wales, Shared Services and/or the Welsh Government and Consultant Connect Limited?

I appreciate you are still awaiting authorisation for the longer term, but please can you clarify what is the current contractual position and share that contract with me?

Thank you

Owain

Dr Owain Rhys Hughes FRCS

CEO | Cinapsis

#

Email 4

From: Hywel Jones (NWSSP Procurement Sourcing) (REDACTED – S40)

Sent: 07 May 2021 14:01

To: Shared Services Communications (NWSSP) (REDACTED – S40) (REDACTED – S40)
(NWSSP Procurement Sourcing) (REDACTED – S40) (REDACTED – S40) (HSS - Finance)
(REDACTED – S40)

Cc: (REDACTED – S40) Neil Frow (NWSSP - Executive Directorate) (REDACTED – S40)
(REDACTED – S40) (NWSSP- Procurement & HCS) (REDACTED – S40) (REDACTED – S40)
(NWSSP - L&RS) (REDACTED – S40) (REDACTED – S40) (OFM) (REDACTED – S40)
(REDACTED – S40) (NWSSP Procurement Admin) (REDACTED – S40)
(REDACTED – S40) (HSS - Delivery & Performance) (REDACTED – S40)

Subject: RE: BBC Wales request

Dear Madam / Sir

Please see the attached correspondence, which requires a response by midday on Friday 28 May 2021.

Yours faithfully

(REDACTED – S40)

Partner

for Osborne Clarke LLP

(REDACTED – S40)

Email 5

From: (REDACTED – S40)

Sent: 26 May 2021 12:00

To: (REDACTED – S40)

Cc: (REDACTED – S40) Correspondence mail - EM (REDACTED – S40)

Subject: Urgent - Letter Before Claim - Contract for specialist advice and guidance communication system - Our Client: Monmedical Limited [OC-OC_UK.FID4017716]

Hi (REDACTED – S40)

Please see below response back to S4C.

Any queries please let me know.

Thanks,

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Shared Services Communications (NWSSP) (REDACTED – S40)

Sent: 14 April 2021 15:33

To: (REDACTED – S40)

Subject: RE: BBC Wales request

Thank you for the update (REDACTED – S40)

With this in mind could the following now be responded to so that I may get back to S4C?- Many thanks, (REDACTED – S40)

What is the current situation regarding Consultant Connect's all-Wales contract? **The original contract with Consultancy Connect has expired and a new contract has been let to Attain Health Management Services Ltd following a compliant call off award under the East of England Collaborative Procurement Hub Framework Agreement. Under the call off contract, Attain Health Management Services Ltd has sub-contracted the provision of the services to Consultancy Connect.**

If the contract is to be renewed, why has a tender process not been undertaken for the renewal of that contract? **A decision has been taken to award a contract to Attain Health Management Services Ltd as referred to in the response to question a) above. The rationale for that decision includes the following considerations:-**

- a) Evaluation of existing system - The COVID experience has made the measurement and evaluation of the Specialist Advice & Guidance project**

difficult as it has impacted upon clinical engagement, evaluation, normal roll out and implementation plans. Clinical advice is that a further 12 months is required to make a true and comprehensive evaluation of whether immediate access to advice and guidance is effective within NHS Wales before a longer term commitment, business case and full service specification can be commissioned. Current iterations are based upon short term plans rather than a sustainable strategic direction.

- b) COVID - Clinical advice is that the NHS is not out of COVID and that there is currently a predicted third wave in the summer / early autumn to be contended with. This may impact upon any change of provider.
- c) Funding – WG can only guarantee funding for 1 year because there might be a new government in place soon with a different vision and objective.
- d) Strategic planning – If the solution is required beyond April 2022, extending for 1 year will provide time to complete a structured and detailed specification that can be used for a competitive tender exercise.

What is the arrangement between consultants working for Consultant Connect? Are they employed by Consultant Connect or NHS when fielding calls/messages? **We cannot comment on behalf of Consultant Connect.**

I understand Consultant Connect are registered as a data processor. Who is/are the data controllers in this arrangement? **The Health Boards and NHS Trusts in Wales are individually responsible for their own data, hence they are Data Controllers in kind.**

When did you become aware that Consultant Connect had been bought by Teladoc Health Inc? **NWSSP became aware of this information following an FOI request on 7th April 2021.**

(REDACTED – S40) MCIPR Acc PR Practitioner CIIC ACA

Rheolwr Cyfathrebu Communications Manager

Partneriaeth Cydwasanaethau GIG Cymru

NHS Wales Shared Services Partnership

From: (REDACTED – S40) NWSSP Procurement Sourcing) **(REDACTED – S40)**

Sent: 14 April 2021 12:25

To: (REDACTED – S40)

Subject: RE: BBC Wales request

Update

At the same time I sent my email, I literally had another email confirming that WG has now approved the 12 month renewal so please ignore my previous message as they crossed. We

will progress with the renewal as requested and no doubt have to deal head on with any outfall in terms of the media/supplier interest.

(REDACTED – S40)

Head of Sourcing – Commissioning, Capital & IMT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: (REDACTED – S40) (NWSSP Procurement Sourcing) **(REDACTED – S40)**

Sent: 14 April 2021 12:16

To: (REDACTED – S40)

Subject: RE: BBC Wales request

Hi **(REDACTED – S40)** hope all well.

(REDACTED – S40) received a call yesterday relating to the Consultant Connect product and a notification for us to not proceed with the 12 month renewal as set out in the briefing request until we heard from yourselves.

Just to note we have today received yet another media request for information on this matter (see below). We really do need a steer from WG on what you require us to do, not least of which is the fact that the existing agreement has now terminated and there is nothing in place currently to cover its ongoing use. Could you please escalate for us in order to get some direction please as currently we are in a very difficult position.

Grateful for your urgent attention and response please. Thanks

(REDACTED – S40)

Head of Sourcing – Commissioning, Capital & IMT

Partneriaeth Cydwasaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: Shared Services Communications (NWSSP) **(REDACTED – S40)**

Sent: 14 April 2021 11:22

To: (REDACTED – S40) (NWSSP- Procurement & HCS) **(REDACTED – S40)** **(REDACTED – S40)** (NWSSP - L&RS) **(REDACTED – S40)** **(REDACTED – S40)** (NWSSP Procurement Sourcing) **(REDACTED – S40)** **(REDACTED – S40)** (NWSSP Procurement Sourcing) **(REDACTED – S40)**

Cc: (REDACTED – S40) (NWSSP - Information Governance) **(REDACTED – S40)** Neil Frow (NWSSP - Executive Directorate) **(REDACTED – S40)**

Subject: FW: BBC Wales request

Dear all

I have just received a further request regarding Consultant Connect- this time from Newyddion S4C (please see below).

Could we respond please? I'm thinking we could possibly base any responses partly on the previous replies given to **(REDACTED – S40)** at WalesOnline recently.

Regards,

(REDACTED – S40)

(REDACTED – S40)

MCIPR Acc PR Practitioner CIIC ACA **(REDACTED – S40)**

Rheolwr Cyfathrebu Communications Manager

Partneriaeth Cydwasanaethau GIG Cymru

NHS Wales Shared Services Partnership

From: (REDACTED – S40)>

Sent: 14 April 2021 10:23

To: Shared Services Communications (NWSSP) **(REDACTED – S40)**

Subject: BBC Wales request

Bore da,

My name is **(REDACTED – S40)** and I work for BBC Wales – principally for our Newyddion S4C programme.

I am working on a potential piece looking at a contract awarded to Consultant Connect last year. I wonder whether you could provide answers to the following questions please?

What is the current situation regarding Consultant Connect's all-Wales contract?

If the contract is to be renewed, why has a tender process not been undertaken for the renewal of that contract?

What is the arrangement between consultants working for Consultant Connect? Are they employed by Consultant Connect or NHS when fielding calls/messages?

I understand Consultant Connect are registered as a data processor. Who is/are the data controllers in this arrangement?

When did you become aware that Consultant Connect had been bought by Teladoc Health Inc?

I would appreciate your response by the end of the day if possible. If you would like to discuss, my phone number is **(REDACTED – S40)**

Diolch yn fawr,

(REDACTED – S40)

Email 6

From: Hywel Jones (NWSSP Procurement Sourcing) **(REDACTED – S40)**

Sent: 26 May 2021 12:55

To: **(REDACTED – S40)** (HSS - Delivery & Performance) **(REDACTED – S40)**

Subject: FW: Urgent - Letter Before Claim - Contract for specialist advice and guidance communication system - Our Client: Monmedical Limited [OC-OC_UK.FID4017716]

Importance: High

Hi both,

Hot off the press – a letter from Osbourne Clarke, representing Cinapsis, asking for the contract to be terminated and for a procurement exercise to be undertaken as soon as possible.

I've arranged a call with NHS Legal this afternoon to discuss, and will update you on next steps as soon as I can.

In the meantime, I wanted to share so you are aware this has come in.

Here we go again.....

Thanks

Hywel Jones BA (Hons) MCIPS

Deputy Head of Sourcing ICT

Partneriaeth Cydwasanaethau GIG Cymru - Gwasanaethau Caffael

NHS Wales Shared Services Partnership - Procurement Services

From: **(REDACTED – S40)**

Sent: 26 May 2021 12:00

To: Hywel Jones (NWSSP Procurement Sourcing) **(REDACTED – S40)**WHS Enquiries
(REDACTED – S40)

Subject: Urgent - Letter Before Claim - Contract for specialist advice and guidance communication system - Our Client: Monmedical Limited [OC-OC_UK.FID4017716]

Dear Madam / Sir

Please see the attached correspondence, which requires a response by midday on Friday 28 May 2021.

Yours faithfully

(REDACTED – S40)

Partner

for Osborne Clarke LLP

(REDACTED – S40)