



**Guardian Healthcare Network special report**

## **The top 100 suppliers to NHS Connecting for Health and the Department of Health, FY 2010-11 (revised)**

### **Commentary and tables**

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## **NHS Connecting for Health**

The Department of Health has revised the data on which the original version of this report was based after its publication: please disregard the original (see notes on the data, p8). According to this revised data, NHS Connecting for Health's spending with its top 100 suppliers in the 2010-11 financial year was virtually unchanged from 2009-10 at £1.06bn (it rose by £176,000). However, there were significant variations in payments to individual suppliers in the two financial years.

In 2009-10, BT and CSC jointly dominated the spending as the two remaining prime contractors to NPfIT. They received a total of £683.1m from CfH, with BT accounting for 44% of payments to the top 100 and CSC 20%. The two suppliers continued to dominate in 2010-11, accounting for a significantly increased amount of £749.6m. But this was driven by BT's increased dominance, at the expense of CSC and other vendors. BT received £549.4m from CfH, up 17%, while CSC was paid £200.2m, down 6%. In terms of share, this means BT took slightly more than half of all the payments made to CfH's top 100 suppliers in 2010-11, while CSC received 19%.

CSC's decline reflected a general trend: most suppliers were paid less in 2010-11 than in 2009-10. Notable exceptions included reseller Bytes Technology, the third largest supplier receiving £67m, up 16% on the year previously, and its peer Computacenter, which was fifth largest with £31.4m, up 77%.

Despite heavy criticism, elements of NPfIT have been successful. These are generally supplied by BT, including the national N3 network and trust-level electronic patient record (EPR) software implementations in London and the South, and this will be reflected in BT's sustained income from CfH. In contrast, NPfIT's main failure has been its attempts to implement iSoft's Lorenzo EPR software in trusts in the North, Midlands and East regions of England, for which CSC is the local service provider. This provides a context for the launch of a recent class action claim against CSC by some shareholders and for the company's recent refunding of £170m to the government. However, we understand that the fall in payments to CSC between 2009-10 and 2010-11 was due to less activity, not contract renegotiations.

Rank	Supplier Name	Total	Last year	Change
1	BT Global	£549,432,349.00	£469,891,486.12	<b>16.93%</b>
2	CSC	£200,211,538.00	£213,245,945.89	-6.11%
3	BYTES TECHNOLOGY	£67,008,136.11	£57,867,832.68	<b>15.80%</b>
4	ATOS	£33,675,166.48	£36,547,126.59	-7.86%
5	COMPUTACENTER UK LTD	£31,406,554.69	£18,131,295.90	<b>73.22%</b>
6	EMIS	£26,085,900.54	£27,510,843.36	-5.18%
7	TRUSTMARQUE SOLUTIONS LTD	£19,485,883.03	£25,142,701.17	-22.50%
8	CABLE & WIRELESS UK	£19,096,150.58	£23,499,661.01	-18.74%
9	QI CONSULTING	£11,103,552.05	£12,636,680.03	-12.13%
10	IN PRACTICE SYSTEMS	£11,050,934.51	£12,043,698.09	-8.24%
11	ACCENTURE	£8,517,058.68	£10,044,047.45	-15.20%
12	ASE CONSULTING LTD	£6,784,034.79	£10,305,615.46	-34.17%
13	DLA PIPER UK LLP	£5,673,614.99	£5,323,949.61	<b>6.57%</b>
14	ISOFT PLC	£5,441,231.55	£5,807,163.70	-6.30%
15	CENTRAL OFFICE OF INFORMATION (COI)	£4,377,012.22	£7,403,545.32	-40.88%
16	ELAN COMPUTING LTD	£4,232,965.36	£7,684,955.26	-44.92%
17	CAPGEMINI UK PLC	£4,212,662.56	£6,078,619.48	-30.70%
18	AGILISYS PROFESSIONAL SERVICES	£4,134,693.77	£315,393.25	<b>1210.96%</b>
19	PROBRAND LTD	£3,904,781.14	£6,283,396.55	-37.86%
20	SPRINT INTERNATIONAL EXPRESS LTD	£3,650,431.53	£578,790.07	530.70%
21	MWB BUSINESS EXCHANGE CENTRES LTD	£3,593,257.64	£4,234,816.28	-15.15%
22	FUJITSU	£3,580,427.81	£37,658,222.57	-90.49%
23	PA CONSULTING SERVICES LTD	£3,499,292.29	£6,561,931.08	-46.67%
24	ERNST & YOUNG LLP	£3,491,439.75	£3,781,397.74	-7.67%
25	REDFERN TRAVEL LTD	£1,710,017.97	£2,706,022.92	-36.81%
26	COPYRIGHT LICENSING AGENCY LTD	£1,706,472.00		
27	REGUS (UK) LTD	£1,694,448.46		
28	PARITY RESOURCES LTD	£1,563,782.74		
29	ALPINE CONSORTIUM	£1,523,721.05		
30	NHS BUSINESS SERVICES AUTHORITY	£1,151,786.21		
31	METHODS CONSULTING LTD	£1,091,709.81		
32	INTERNATIONAL HEALTH TERMINOLOGY STANDARDS DEVELOPMENT ORGANISATION	£1,027,253.00		
33	MILBANK TWEED HADLEY & MCCLOY LLP	£983,909.67		
34	MICROTEST	£979,649.39		
35	NHS INFORMATION CENTRE	£856,316.00		
36	HRG UK	£765,116.18		
37	SMARTSOURCING PLC	£714,149.98		
38	TRIBAL CONSULTING LTD	£644,206.78		
39	HM LAND REGISTRY	£632,831.90		
40	VODAFONE CORPORATE LTD	£632,578.33		
41	HAYS SPECIALIST RECRUITMENT LTD	£617,415.16		
42	LA INTERNATIONAL COMPUTER CONSULTANTS	£564,276.01		
43	SYSTEM C HEALTHCARE PLC	£562,450.00		
44	IDENTITY & PASSPORT SERVICE	£558,299.56		
45	INSIGHT DIRECT (UK) LTD	£544,941.44		
46	NHS INSTITUTE FOR INNOVATION & IMPROVEMENT	£476,242.00		
47	CANCER RESEARCH UK LTD	£450,147.00		
48	INTERSYSTEMS EUROPE	£450,111.54		
49	JOHNSON CONTROLS LTD	£400,000.00		
50	DEPARTMENT FOR WORK AND PENSIONS	£399,997.66		

51	KPMG LLP	£382,985.65
52	GS1 UK	£369,307.00
53	HEWLETT- PACKARD LTD	£364,484.15
54	NHS DIRECT	£352,137.28
55	NES IT LTD	£350,040.63
56	DELL CORPORATION LTD	£331,756.32
57	SPECIALIST COMPUTER CENTRES PLC	£306,146.66
58	AMTEC CONSULTING PLC	£293,889.19
59	SAND RESOURCES LTD	£293,649.00
60	EUROPEAN ELECTRONIQUE LTD	£244,934.71
61	ASCRIBE LTD	£190,000.00
62	DTZ DEBENHAM TIE LEUNG	£173,997.63
63	CAPITA BUSINESS TRAVEL	£165,178.24
64	BADENOCH & CLARK	£161,455.25
65	GIESECKE & DEVRIENT GB LTD	£155,150.00
66	HAYS INFORMATION TECHNOLOGY	£154,833.80
67	KANJO LTD	£146,325.75
68	INTERCALL	£144,673.41
69	BRITISH COMPUTER SOCIETY	£141,827.00
70	KNIGHT FRANK LLP	£130,728.00
71	OVE ARUP & PARTNERS	£127,965.16
72	VENN GROUP LTD	£124,542.05
73	UNIVERSITY OF LEEDS	£121,476.21
74	BRITISH MEDICAL ASSOCIATION	£118,684.01
75	SOUTHERN ELECTRIC PLC	£117,745.17
76	EXETER CITY COUNCIL	£116,081.31
77	MOORHOUSE CONSULTING LTD	£110,000.00
78	SENATOR SECURITY SYSTEMS LTD	£109,719.60
79	SOFTWARE AG (UK) LTD	£104,150.00
80	INFOTECH ENTERPRISES EUROPE LTD	£104,020.15
81	MOUCHEL MANAGEMENT CONSULTING LTD	£103,646.80
82	OFFICE FOR NATIONAL STATISTICS	£100,490.00
83	ORACLE CORPORATION UK LTD	£98,339.12
84	REED SPECIALIST RECRUITMENT	£93,819.68
85	JOHN WILEY & SONS LT	£90,000.00
86	CONCERTO CONSULTING	£88,320.00
87	ACTIVITY INFORMATION MANAGEMENT LTD	£88,086.90
88	RESOURCE (UNITED KINGDOM) LTD	£82,834.58
89	EAST MIDLANDS AMBULANCE SERVICE	£82,274.54
90	MONARCH RECRUITMENT LTD	£81,991.13
91	UNIVERSITY OF PORTSMOUTH	£80,685.11
92	EXPOTEL HOTEL RESERVATIONS LTD	£79,936.50
93	GARTNER UK LTD	£78,300.00
94	MICROSOFT LTD	£78,100.00
95	QA LTD	£71,415.00
96	ROYAL COLLEGE OF NURSING	£71,021.78
97	PROPERTY SOLUTIONS	£66,626.37
98	BANNER BUSINESS SUPPLIES LTD	£63,923.32
99	ADVANTAGE TECHNICAL RESOURCING	£62,887.69
100	RELIANCE SECURITY SERVICES LTD	£62,524.10

**Grand Total**

**£1,063,984,004.85 £1,063,807,739.49 0.02%**

## Department of Health

Core spending by the Department of Health – which does not include NHS trusts and other organisations – has fallen sharply. The amount paid to the top 100 suppliers was down 46% from £822.2m in 2009-10 to £443.8m in the last financial year. (This data has not been revised by the department since its original release.)

The most striking change in the list of the top suppliers is the drop from first to sixth of the Central Office of Information (COI), with an 82% fall in its payments to £27.6m, although this was expected, given the government's policy of heavily reducing expenditure on advertising and publicity. Market research firm Mori also suffered a drop in its income, by 19% to £7.1m.

ICT suppliers are now the first and second largest to the department. Airwave's income for the digital communications service for English ambulance trusts fell by 15% to £50.3m. This is due to payments made in 2009-10 for completing the implementation of the service, rather than any reduction in either service scope or cost. McKesson has similarly seen a drop in its income by 20% to £39.8m, while CSC's income from the department fell by 24% to £13.4m.

The data shows a wide variety of fortunes for private healthcare suppliers to the NHS. Ramsay Health Care's spending was nearly unchanged, down less than 3% at £30m, and it became the third largest supplier. UKSH South West, a relatively young regional provider founded in 2005, saw its income rise by 50% to £29.6m, but Spire Healthcare's dropped by 32% to £20m and InHealth's by 71% to £10m.

## Department of Health spending 2010-11

Rank	Supplier name	Total	Last year	Change
1	AIRWAVE SOLUTIONS INTERNATIONAL LTD	£50,255,896.89	£59,376,635.73	-15.36%
2	MCKESSON INFORMATION SOLUTIONS UK LTD	£39,818,517.51	£49,829,143.90	-20.09%
3	RAMSAY HEALTH CARE UK OPERATIONS LTD T/A	£30,001,000.00	£30,804,616.90	-2.61%
4	UKSH SOUTH WEST LTD	£29,599,721.35	£19,641,206.23	<b>50.70%</b>
5	TEVA UK LTD	£27,620,804.34		
6	CENTRAL OFFICE OF INFORMATION (COI)	£27,582,058.17	£154,486,801.72	-82.15%
7	CARE UK CLINICAL SERVICES LTD	£20,001,000.00	£19,452,464.96	<b>2.82%</b>
8	SPIRE HEALTHCARE LTD	£20,000,000.00	£29,257,886.80	-31.64%
9	SIGMA PHARMACEUTICALS PLC	£14,848,948.97		
10	CSC COMPUTER SCIENCES LTD	£13,420,894.03	£20,178,633.92	-33.49%
11	NHS EMPLOYERS LTD	£12,958,467.89	£17,136,642.93	-24.38%
12	PARTNERSHIP HEALTH GROUP LTD	£10,000,000.00	£15,113,565.59	-33.83%
13	INHEALTH LTD	£10,000,000.00	£34,644,273.16	-71.14%
14	HEALTHCARE QUALITY IMPROVEMENT PARTNER	£8,717,641.42	£9,576,679.18	-8.97%
15	MFET LTD	£7,615,439.16		
16	ACTAVIS UK LTD	£7,298,429.43	£29,067,967.79	-74.89%
17	MARKET AND OPINION RESEARCH INTERNATION	£7,139,098.87	£8,819,260.75	-19.05%
18	EMCOR FACILITIES SERVICES LTD	£6,168,005.40	£7,779,578.96	-20.72%
19	BRISTOL LABORATORIES LTD	£5,872,059.59		
20	FCM TRAVEL SOLUTIONS	£5,051,296.49	£8,116,220.33	-37.76%
21	OFFICE PROJECTS LTD	£4,810,064.33		
22	NETCARE HEALTHCARE UK LTD	£4,000,000.00		
23	HAYS SPECIALIST RECRUITMENT LTD	£3,992,548.11	£10,055,183.03	-60.29%
24	MOUCHEL MANAGEMENT CONSULTING LTD	£3,850,541.56	£4,970,335.15	-22.53%
25	EXPOTEL HOTEL RESERVATIONS LTD	£3,464,149.87	£4,397,331.97	-21.22%
26	DEXCEL PHARMA LTD	£3,130,637.96		
27	THE HOSPITAL CO LTD	£3,000,000.00		
28	BAXTER HEALTHCARE LTD	£2,793,061.51		
29	EVERSHEDS LLP	£2,647,110.56		
30	SAND RESOURCES LTD	£2,613,140.04		
31	PROMOTIONAL LOGISTICS LTD	£2,428,897.95		
32	SAPIENT LTD	£2,239,481.82		
33	METHODS CONSULTING	£2,148,220.85		
34	PRICEWATERHOUSECOOPERS LLP	£2,135,368.66		
35	GENUS PHARMACEUTICALS LTD	£2,008,092.24		
36	CAPITA RESOURCING LTD	£1,915,727.73		
37	ROSEMONT PHARMACEUTICALS LTD	£1,478,748.04		
38	SANDOZ LTD	£1,421,305.62		
39	CONSILIENT HEALTH UK LTD	£1,416,059.72		
40	BADENOCH AND CLARK LTD	£1,393,345.04		
41	NORTHGATE HR LTD	£1,363,002.16		
42	EXEL EUROPE LTD	£1,315,284.29		
43	STERIA LTD	£1,310,033.16		
44	FUTUREBUILDERS ENGLAND FUND MANAGEMEN	£1,257,922.20		
45	DEAN CLOUGH LTD	£1,184,839.78		
46	MACLELLAN INTERNATIONAL LTD	£1,183,256.73		
47	SCOTTISH AND SOUTHERN ENERGY PLC	£1,178,760.28		
48	VENN GROUP LTD	£1,129,411.56		
49	RETHINK RECRUITMENT SOLUTIONS LTD	£1,118,522.65		
50	SENATOR SECURITY SERVICES LTD	£991,164.11		

51	PARITY RESOURCES LTD	£967,594.32		
52	SAVILLS COMMERCIAL LTD	£940,647.40		
53	DAVITT JONES BOULD LTD	£885,136.69		
54	REED SPECIALIST RECRUITMENT LTD	£851,768.61		
55	PA CONSULTING GROUP LTD	£769,823.45		
56	RESOURCE UK LTD	£747,627.76		
57	CAPITA SHG RESOURCING	£737,918.32		
58	XEROX BUSINESS SERVICES	£700,000.00		
59	SKILLS FOR CARE LTD	£684,236.80		
60	KENT PHARMACEUTICALS LTD	£663,768.77		
61	OFFICE OF THE HEALTH PROFESSIONS ADJUDIC	£627,151.00		
62	HOSPIRA UK LTD	£610,583.37		
63	B BRAUN MEDICAL LTD	£603,424.96		
64	MICHAEL PAGE INTERNATIONAL PLC	£583,795.89		
65	QEB MANAGEMENT CO LTD	£571,333.94		
66	QUALITY BUSINESS MANAGEMENT LTD	£556,703.09		
67	GRANT THORNTON LTD	£555,444.12		
68	TRIBAL CONSULTING LTD	£540,348.26		
69	BROOK STREET UK LTD	£533,337.30		
70	DETICA LTD	£524,889.00		
71	SPRING TECHNOLOGY	£515,814.94		
72	RANDSTAD INTERIM EXECUTIVES	£513,341.60		
73	ALPINE RESOURCING LTD	£488,829.05		
74	VMA GLOBAL RESOURCING GROUP	£484,756.39		
75	MAPELEY BETA ACQUISITION CO LTD	£462,337.67		
76	ERNST AND YOUNG LLP	£455,428.50		
77	EUROPA FACILITY SERVICES LTD	£454,181.53		
78	PHOENIX CONSULTANCY USA INC	£451,725.00		
79	EC HARRIS LLP	£448,915.00		
80	MORGAN LAW PARTNERS LLP	£432,219.82		
81	KPMG LLP	£411,363.39		
82	PETERS AND PETERS SOLICITORS LLP	£397,818.39		
83	TNS UK LTD	£387,402.00		
84	WOCKHARDT UK LTD	£382,425.12		
85	OFFICE DEPOT UK LTD	£378,742.45		
86	KNIGHT SOLICITORS	£361,141.88		
87	PENNA PLC	£359,503.80		
88	SANOFI AVENTIS	£358,297.12		
89	CLARITY INFORMATICS GROUP LTD	£356,999.86		
90	ABPGP LTD	£339,412.32		
91	MEDICAL DATA SOLUTIONS AND SERVICES LTD	£311,000.00		
92	BURNBANK SYSTEMS LTD	£300,000.00		
93	CENTREVENTS LTD	£290,890.29		
94	BT PLC	£287,525.47		
95	DKW ASSOCIATES LTD	£285,251.20		
96	RICOH UK LTD	£280,451.47		
97	KING STURGE LLP	£272,303.22		
98	MYLAN	£272,075.22		
99	DELOITTE LLP	£271,366.40		
100	EMPEROR CONSULTING LTD	£270,793.50		
	<b>Grand Total</b>	<b>£443,825,823.66</b>	<b>£822,192,297.63</b>	<b>-46.02%</b>

## Notes on the data

The datasets were supplied by the Department of Health in response to freedom of information requests for the top 100 suppliers to NHS Connecting for Health and the department for the 2009-10 and 2010-11 financial years. This year, the department confirmed that the equivalent datasets can be compared year-on-year. The tables published here include the spending with each top 25 organisation in last year's data, and the percentage change between 2009-10 and 2010-11. This last figure has been calculated by us, rather than provided by the department: these numbers are not official government data but derived from it.

This report was initially issued based on data for Connecting for Health's spending with BT and CSC which, unfortunately a few days after publication, the department told us were incorrect. It apologised unreservedly for the error.

The spending figures for both NHS Connecting for Health and the Department of Health exclude VAT, according to the department. However, NHS Connecting for Health is not an independent body from the Department of Health, and the department last year warned that there may be some overlap between the two lists. As a result, we have not attempted to combine them. Another difference is that the Connecting for Health figures exclude payments made to NHS trusts and strategic health authorities.

The reliance on the top 100 suppliers is a substitute for an analysis of payments made to all suppliers, although it does appear to cover the lion's share of such expenditure. Last year, the department said that providing the amounts paid to all suppliers would fall outside the time and cost limits for Freedom of Information requests, but instead agreed to provide the top 100 lists.

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