Cyfarfod Bwrdd Iechyd a Gofal Digidol Cymru - Cyhoeddus

Thu 27 July 2023, 10:00 - 13:30

Zoom

Agenda

10:00 - 10:05
5 min

1. MATERION RHAGARWEINIOL

1.1. Croeso a Chyflwyniadau

I'w Nodi   *Cadeirydd*

1.2. Ymddiheuriadau am Absenoldeb

I'w Nodi   *Cadeirydd*

1.3. Datganiad o Fuddiannau

I'w Nodi   *Cadeirydd*

10:05 - 10:10
5 min

2. AGENDA GYDSYNIO

2.1. Cofnodion Cyfarfod y Bwrdd 25 Mai 2023 heb eu cadarnhau

I'w Cymeradwyo   *Cadeirydd*

📄 2.1 DHCW SHA Board Meeting Minutes 20230525 V1-en-cy-C.pdf (16 pages)

2.1.1. Materion yn Codi

2.2. Cofnodion Cryno Heb eu Cadarnhau o Gyfarfod Bwrdd Preifat a gynhaliwyd 25 Mai 2023

I'w Cymeradwyo   *Cadeirydd*

📄 2.2 DHCW SHA Private ABRIDGED Board Meeting Minutes 20230525 V1-en-cy-C.pdf (5 pages)

2.2.1. Materion yn Codi

2.3. Cofnodion heb eu cadarnhau o Gyfarfod Bwrdd Eithriadol a gynhaliwyd 13 Gorffennaf 2023

I'w Cymeradwyo   *Cadeirydd*

📄 2.3 DHCW SHA Board Meeting Minutes 20230622 V1-en-cy-C.pdf (4 pages)

2.3.1. i. Materion yn Codi

2.4. Cofnodion Gweithredu

I'w Nodi   *Cadeirydd*

📄 2.4 Action Log.pdf (1 pages)

2.5. Blaengynllun Gwaith

I'w Nodi   *Ysgrifennydd y Bwrdd*

📄 2.5 Forward Workplan Report.pdf (4 pages)
📄 2.5i Forward Workplan - July 2023.pdf (1 pages)

2.6. Yr Economi Sylfaenol

I'w Nodi   *Cyfarwyddwr Gweithredol Strategaeth*

📄 2.6 NHS Performance Framework Qualitative Measures 2022-23 Foundational Economy.pdf (4 pages)

2.7. Diweddariad ar yr Ymchwiliad i COVID-19

I'w Nodi   *Ysgrifennydd y Bwrdd*

📄 2.7 Covid-19 Inquiry Update.pdf (6 pages)

2.8. Adroddiad Crynhoi Cynnydd y Pwyllgor Taliadau a Thelerau Gwasanaeth

I'w Nodi   *Cadeirydd y Grŵp Ymgynghorol*

📄 2.8 IM Digital Network Highlight reportv1.pdf (4 pages)

10:10 - 10:40
30 min

3. PRIF AGENDA

3.1. Cyflwyniad Gwrando a Dysgu a Rennir – Cynhwysiant Digidol

I'w Drafod   *Prif Swyddog Gweithredol*

📄 3.1 Shared Listening & Learning_Digital Inclusion (2).pdf (3 pages)
📄 3.1i Digital inclusion Shared learning and listening public Board 270723 v8.pdf (9 pages)

10:40 - 10:45
5 min

4. I'W ADOLYGU

4.1. Adroddiad y Cadeirydd a'r Is-Gadeirydd

I'w Drafod   *Cadeirydd*

📄 4.1 Chair and Vice Chair Report July 23v3.pdf (7 pages)

4.2. Adroddiad y Prif Swyddog Gweithredol

I'w Drafod   *Prif Swyddog Gweithredol*

📄 4.2 CEO Report July 23V1.pdf (6 pages)

10:45 - 11:40
55 min

5. EITEMAU STRATEGOL

5.1. Adroddiad Caffael Strategol

I'w Gymeradwyo   *Cyfarwyddwr Gweithredol Strategaeth*

📄 5.1 REP - SHA Board Strategic Procurement Report July 2023 v0_1.pdf (5 pages)
📄 5.1i Appendix A App1i DHCW Commitment of Expenditure Over Chief Executive Limit; P843 NetBackup and BackupExec d1.0.pdf (7 pages)

5.2. Diweddariad Dull Cynnyrch

I'w Nodi   *Cyfarwyddwr Gweithredol Gweithrediadau*

5.3. Adolygiad Blynyddol Gwrando a Dysgu a Rennir

I'w Nodi   *Ysgrifennydd y Bwrdd*

Egwyl

11:40 - 13:30
110 min

6. LLYWODRAETHU, RISG, PERFFORMIAD A SICRWYDD

6.1. Adroddiad Perfformiad Sefydliadol Integredig

I'w Drafod   *Cyfarwyddwr Gweithredol Strategaeth*

6.2. Adroddiad y Gofrestr Risgiau Corfforaethol

I'w Drafod   *Ysgrifennydd y Bwrdd*

6.3. Adroddiad Cyllid

I'w Nodi   *Cyfarwyddwr Gweithredol Cyllid*

6.4. Adroddiad Blynyddol Uwch-berchennog Risg Gwybodaeth

I'w Gymeradwyo   *Cyfarwyddwr Gweithredol Gweithrediadau*

Egwyl Cinio

6.5. Adborth gan Gadeirydd y Pwyllgor Archwilio a Sicrwydd – Llafar

I'w Nodi   *Cadeirydd y Pwyllgor*

6.6. Cyfrifon Blynyddol 2022/2023 Yn cynnwys:

I'w Gymeradwyo   *Cyfarwyddwr Gweithredol Cyllid*

6.6.1. Datganiadau ariannol

6.6.2. Llythyr Cynrychiolaeth

6.6.3. Adroddiad ISA260 Archwilio Cymru

6.7. Yr Adroddiad Blynyddol Yn cynnwys:

I'w Gymeradwyo   *Ysgrifennydd y Bwrdd*

📄 6.7 End of Year Reporting - Annual Report 2022-23.pdf (5 pages)

6.7.1. yr Adroddiad Atebolrwydd Blynyddol

6.7.2. • Adroddiad Perfformiad

6.8. Adroddiad Crynhoi Cynnydd y Pwyllgor Archwilio a Sicrwydd

I'w Nodi   *Cadeirydd y Pwyllgor*

📄 6.8 Audit and Assurance Committee Highlight report.pdf (5 pages)

6.9. Adroddiad Crynhoi Cynnydd y Fforwm Partneriaeth Lleol

I'w Nodi   *Cadeirydd y Pwyllgor*

📄 6.9 RATS Highlight report.pdf (4 pages)

13:30 - 13:30
0 min

7. MATERION I GLOI

7.1. Unrhyw Faterion Brys Eraill

I'w Drafod   *Cadeirydd*

7.2. Dyddiad y Cyfarfod Nesaf

I'w Nodi   *Cadeirydd*

Dydd Iau 28 Medi 2023

Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal

Cofnodion cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru a gynhaliwyd ddydd Iau 25 Mai 2023 fel cyfarfod rhithiol a ddarlledwyd yn fyw drwy Zoom.

🕐 10:00 tan 14:30   📅 25 Mai 2023

Aelodau'n Bresennol	Llythrennau Cyntaf	Teitl	Sefydliad
Simon Jones	SJ	Cadeirydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Ruth Glazzard	RG	Is-gadeirydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Marilyn Bryan Jones	MBJ	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Ifan Evans	IE	Cyfarwyddwr Gweithredol Strategaeth	Iechyd a Gofal Digidol Cymru
Rowan Gardner	RoG	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Rhidian Hurle	RH	Cyfarwyddwr Meddygol Gweithredol	Iechyd a Gofal Digidol Cymru
Sam Lloyd	SL	Cyfarwyddwr Gweithredol Gweithrediadau	Iechyd a Gofal Digidol Cymru
Alistair Klaas Neill	AKN	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
David Selway	DS	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Helen Thomas	HT	Prif Swyddog Gweithredol	Iechyd a Gofal Digidol Cymru
Marian Wyn Jones	MWJ	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru

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Yn bresennol	Llythrennau Cyntaf	Teitl	Sefydliad
Mark Cox	MC	Cyfarwyddwr Cyswllt Cyllid	Iechyd a Gofal Digidol Cymru
Chris Darling	CD	Ysgrifennydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Nerys Hurford	NH	Cyfieithydd	Gwasanaethau Cyfieithu Nerys Hurford
Dr Jason Shannon	JS	Archwiliwr Meddygol Arweiniol – GIG Cymru (ar gyfer eitem 3.1 yn unig)	PCGC
Michelle Sell	MS	Cyfarwyddwr Cynllunio a Pherfformiad / Prif Swyddog Masnachol (ar gyfer eitem 4.1 yn unig)	Iechyd a Gofal Digidol Cymru
Sarah-Jane Taylor	SJT	Cyfarwyddwr Pobl a Datblygu Sefydliadol	Iechyd a Gofal Digidol Cymru
Laura Tolley	LT	Pennaeth Llywodraethu Corfforaethol (Ysgrifenyddiaeth)	Iechyd a Gofal Digidol Cymru

Ymddiheuriadau	Teitl	Sefydliad
Andrew Fletcher	Aelod Cyswllt o'r Bwrdd – Undeb Llafur	Iechyd a Gofal Digidol Cymru
Claire Osmundsen-Little	Cyfarwyddwr Gweithredol Cyllid	Iechyd a Gofal Digidol Cymru
Sam Hall	Cyfarwyddwr Gwasanaethau Digidol Gofal Sylfaenol, Cymunedol ac Iechyd Meddwl.	Iechyd a Gofal Digidol Cymru

Acronymau			
Iechyd a Gofal Digidol Cymru	Iechyd a Gofal Digidol Cymru	SHA	Awdurdod Iechyd Arbennig
CEO	Prif Swyddog Gweithredol	DPIF	Cronfa Buddsoddi Blaenoriaethau Digidol
IM	Aelod Annibynnol	IMTP	Cynllun Tymor Canolig Integredig

2Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230525

IOPR	Adroddiad Perfformiad Sefydliadol Integredig	PCGC	Partneriaeth Cydwasanaethau GIG Cymru
BAF	Fframwaith Sicrwydd y Bwrdd		

Rhif yr Eitem	Manylion yr Eitem	Canlyniad	Cam gweithredu
	MATERION RHAGARWEINIOL		
1.1	**Croeso ac Ymddiheuriadau** Croesawodd y Cadeirydd bawb yn ddwyieithog i gyfarfod Bwrdd Awdurdod Iechyd Arbennig (SHA) Iechyd a Gofal Digidol Cymru (DHCW). Cadarnhaodd y Cadeirydd fod y cyfarfod yn cael ei ddarlledu'n fyw drwy Zoom. Yn ogystal, byddai'r recordiad ar gael drwy wefan Iechyd a Gofal Digidol Cymru ar gyfer unrhyw un nad oedd yn gallu cael mynediad i'r cyfarfod yn fyw. Roedd y platfform Zoom yn cael ei ddefnyddio er mwyn caniatáu i aelodau fod yn weladwy trwy gydol y cyfarfod ac i gyfieithu ar y pryd ddigwydd, gan ganiatáu i aelodau gymryd rhan yn y cyfarfod yn Gymraeg neu Saesneg. Darparodd y Cadeirydd hysbysiadau cadw tŷ ynghylch agweddau technegol ffrydio byw'r cyfarfod, y seibiannau arfaethedig, a'r defnydd o'r agenda caniatâd ar gyfer eitemau 2.1 i 2.4. Cyn symud ymlaen â'r agenda, rhoddodd y Cadeirydd wybod i'r Bwrdd am farwolaeth drasig Marcin Haberski, Uwch Bensaer Datrysiadau yn DHCW. Dywedodd y Cadeirydd fod Marcin yn aelod gwerthfawr iawn o Iechyd a Gofal Digidol Cymru a byddai colled fawr ar ei ôl. Ar ran y Bwrdd, ac Iechyd a Gofal Digidol Cymru, estynnodd y Cadeirydd gydymdeimlad diffuant â theulu a ffrindiau Marcin. Oedodd y Bwrdd am funudau o dawelwch.	Nodwyd	Dim i'w nodi
1.2	**Ymddiheuriadau am Absenoldeb** Nodwyd ymddiheuriadau am absenoldeb gan: • Andrew Fletcher - Aelod Bwrdd Cysylltiol - Undeb Llafur • Claire Osmundsen-Little – Cyfarwyddwr Gweithredol Cyllid • Sam Hall – Cyfarwyddwr Gwasanaethau Digidol Gofal Sylfaenol, Cymunedol ac Iechyd Meddwl	Nodwyd	Dim i'w nodi
1.3	Datganiadau o Fuddiannau	Nodwyd	Dim i'w

3Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230525

	Nid oedd unrhyw ddatganiadau o fuddiannau.		nodi
AGENDA GYDSYNIO — I'W CHYMERADWYO A'I NODI			
2.1	Cofnodion heb eu cadarnhau o Gyfarfod y Bwrdd a gynhaliwyd ar 30 Mai 2023 Penderfynodd y Bwrdd: GYMERADWYO cofnodion cyfarfod y Bwrdd a gynhaliwyd ar 30 Mawrth 2023, yn amodol ar un diwygiad y gofynnwyd amdano.	Cymeradwywyd	Dim i'w nodi
2.2	Cofnodion Cryno Preifat sydd heb eu cadarnhau o gyfarfod y Bwrdd a gynhaliwyd ar 30 Mai 2023 Penderfynodd y Bwrdd: GYMERADWYO cofnodion cryno preifat sydd heb eu cadarnhau o gyfarfod bwrdd 30 Mawrth 2023.	Cymeradwywyd	Dim i'w nodi
2.3	Cofnodion Cryno Preifat sydd heb eu cadarnhau o gyfarfod Bwrdd Eithriadol ar y Cyd a gynhaliwyd ar 20 Ebrill 2023 Cyfarfod Bwrdd gyda Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Penderfynodd y Bwrdd: GYMERADWYO cofnodion cryno preifat heb eu cadarnhau o 20 Ebrill 2023 o gyfarfod eithriadol y bwrdd ar y cyd â Bwrdd Iechyd Prifysgol Caerdydd a'r Fro.	Cymeradwywyd	Dim i'w nodi
2.4	Cofnodion Cryno Preifat sydd heb eu cadarnhau o gyfarfod Bwrdd Eithriadol a gynhaliwyd ar 20 Ebrill 2023 Penderfynodd y Bwrdd: GYMERADWYO cofnodion cryno preifat sydd heb eu cadarnhau o gyfarfod Bwrdd Eithriadol a gynhaliwyd ar 20 Ebrill 2023	Cymeradwywyd	Dim i'w nodi
2.3	Log Gweithredu Penderfynodd y Bwrdd: NODI nad oedd unrhyw gamau gweithredu ar y cofnod gweithredu.	Nodwyd	Dim i'w nodi
2.4	Blaengynllun Gwaith Penderfynodd y Bwrdd: NODI cynnwys y Blaengynllun.	Nodwyd	Dim i'w nodi
PRIF AGENDA			
RHAN 3 – I'W DRAFOD			
3.1	Cyflwyniad Gwrando a Dysgu a Rennir		
	Cyflwynodd Rhidian Hurle, Cyfarwyddwr Meddygol Gweithredol (RH) Dr Jason Shannon, Archwiliwr Meddygol Arweiniol GIG Cymru ac eglurodd bod y Gwasanaeth Archwilio Meddygol yn cael ei gynnal gan	Derbyniwyd a Thrafodwy	Dim i'w nodi

	PCGC a'i fod yn darparu archwiliad annibynnol o bob marwolaeth nad yw'r crwner yn ymchwilio iddi. Gwneir y craffu gan Archwilydd Meddygol, sy'n feddyg profiadol sydd wedi cael hyfforddiant ychwanegol mewn ardystio marwolaethau ac adolygu amgylchiadau marwolaethau sydd wedi'u dogfennu. Bydd Archwilwyr Meddygol yn sicrhau bod achos marwolaeth cywir wedi'i gofnodi, yn nodi unrhyw bryderon ynghylch y farwolaeth ei hun y gellir ymchwilio ymhellach iddynt os bydd angen, ac yn ystyried barn y rhai sydd mewn profedigaeth.	d	

Rhoddodd Dr Jason Shannon gyflwyniad ar y gwasanaeth a thynnodd sylw at y canlynol:

- Mae'r Gwasanaeth Archwilio Meddygol yn darparu llais y mae mawr ei angen i'r rhai sy'n galaru ar yr adeg anoddaf yn eu bywydau pan fydd anwyliaid yn marw;

- Rhannwyd trosolwg o sut y sefydlwyd y Gwasanaeth Archwilio Meddygol;

- Roedd manteision y gwasanaeth yn cynnwys ond heb eu cyfyngu i'r canlynol:

  - Un gwasanaeth digidol ar draws GIG Cymru

  - Annibyniaeth

  - Swyddfa Archwilwyr Meddygol llawn amser
    Ystod eang o gefndiroedd ar gyfer Archwilwyr Meddygol

  - Lleoliadau marwolaeth gofal aciwt wedi'u cynnwys

  - Ymdrinnir â rhai marwolaethau yn y gymuned

- Roedd Porth Clinigol Cymru a Datix yn hanfodol ar gyfer cyrchu gwybodaeth yn gyflym ac yn effeithiol

- Roedd heriau ar gyfer y gwasanaeth yn cynnwys:

  - Mynediad i Gofnodion Gofal Eilaidd

  - Gofal Sylfaenol (Cytundeb Rhannu Data)

  - Gwaith tîm ledled Cymru mewn amgylchedd o bell

  - Mynediad at feddygon ardystio

  - Mynediad at deuluoedd mewn profedigaeth

- Roedd y gwersi a ddysgwyd hyd yma yn cynnwys:

  - Ardystiad Marwolaeth

  - Atgyfeiriad Crwner

  - Darpariaeth Gofal

  - Gallu'r gwasanaeth i addasu'r gwasanaeth

Gwnaed yr arsylwadau a'r sylwadau a ganlyn:

- Rhyddhaodd y gwasanaeth y Byrddau Iechyd o orfod adolygu

	pob marwolaeth; • Roedd y gwasanaeth yn caniatáu craffu annibynnol a safonol; • Roedd cofnodion Gofal Sylfaenol yn fwy prin eu natur a byddai angen gofal sylfaenol i hysbysu'r gwasanaeth pan fydd marwolaethau'n digwydd; • Roedd y gwasanaeth hefyd yn effeithiol oherwydd Cytundeb Rhannu Gwybodaeth Cymru sy'n rhoi hyblygrwydd ac yn caniatáu i wybodaeth gael ei symud yn ddiogel heb unrhyw broblemau; • Byddai Newyddion Awtomataidd (Sgorio) o fudd i'r gwasanaeth. Ychwanegodd RH fod gan DHCW uchelgais cryf i wella cynnwys y cofnod iechyd electronig, a thynnodd sylw at y dibyniaethau digidol ar draws y system fel cysylltedd rhyngrwyd, caledwedd a chyfyngiadau ariannu. **Penderfynodd y Bwrdd:** **DDERBYN A THRAFOD** y Cyflwyniad Gwrando a Dysgu a Rennir.		
RHAN 4 - I'W HADOLYGU			
3.1	**Adroddiad y Cadeirydd** Amlinellodd y Cadeirydd yr uchafbwyntiau canlynol o'r adroddiad: • Adolygiad Annibynnol o'r Rhaglen Ddigidol – Roedd yr adroddiad wedi'i ddosbarthu'n ffurfiol i DHCW a Llywodraeth Cymru, wedi'i rannu â'r Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol ac Uwch Swyddogion Cyfrifol. Roedd trafodaethau parhaus yn cael eu cynnal gan gynnwys goblygiadau llywodraethu i DHCW a rhagwelwyd y byddai diweddariad ffurfiol yn cael ei ddarparu yng nghyfarfod nesaf y Bwrdd ym mis Gorffennaf 2023; • Gweminar Codi Ymwybyddiaeth o Seiberddiogelwch – Roedd gwaith yn cael ei wneud gyda chydweithiwr DHCW ac Arweinwyr Polisi Llywodraeth Cymru i gynnal gweminar codi ymwybyddiaeth GIG Cymru gyfan. Cynlluniwyd hwn ar gyfer 3 Gorffennaf ac mae wedi'i anelu at holl Aelodau Bwrdd GIG Cymru; • Cyfarfod gyda Phrif Swyddog Gweithredol Llais – Cynhaliwyd hwn ar 9 Mai 2023 gyda thrafodaethau ynghylch cydweithio ac ymgysylltu Bwrdd i Fwrdd; • Cyhoeddiad Sefydliad Bevan – Roedd DHCW wedi partneru â Sefydliad Bevan ar gyfer rhifyn arbennig o'i gylchgrawn chwarterol. Roedd hwn wedi'i gyhoeddi a'i ddosbarthu'n eang gyda rhanddeiliaid.	Derbyniwyd a Chymeradwywyd	Dim i'w nodi

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Gwnaed yr arsylwadau a'r sylwadau a ganlyn:

Roedd Adroddiad Crynhoi Cynnydd Rhwydwaith Digidol Aelodau Annibynnol Cymru Gyfan yn cael ei rannu'n rheolaidd â Phwyllgorau Digidol y Byrddau Iechyd a'r Ymddiriedolaethau ac roedd gwerthusiad y rhwydwaith i'w drafod yng Nghyfarfod Grŵp Cymheiriaid nesaf y Cadeirydd;

Roedd DHCW yn asesu'r goblygiadau ychwanegol i'r sefydliad gan ei fod yn dod o dan Ddeddf Llesiant Cenedlaethau'r Dyfodol o'r gwanwyn nesaf ymlaen, ond nodwyd bod y sefydliad eisoes yn cadw at egwyddorion y Ddeddf.

Penderfynodd y Bwrdd:

DDERBYN cynnwys adroddiad y Cadeirydd a'r Is-Gadeirydd.

3.2	**Adroddiad y Prif Swyddog Gweithredol**	Derbyniwyd a Thrafodwyd	Dim i'w nodi

Darparodd Helen Thomas (HT), Prif Swyddog Gweithredol, yr uchafbwyntiau canlynol o'r adroddiad:

- Llythyr Swyddog Atebol – Derbyniwyd ymateb i hyn ac o ganlyniad mae Gweithredwyr DHCW wedi cyfarfod ag arweinwyr Polisi Llywodraeth Cymru i drafod y gofyniad i gyflwyno cynllun blynyddol cytbwys am flwyddyn;

- Cynhadledd Staff – Cynhaliodd DHCW ei ail gynhadledd staff ar 25 a 26 Ebrill. Bu diddordeb mawr gyda dros 750 o staff yn ymuno am y ddau ddiwrnod;

- Gwobrau Staff – Cynhaliwyd y seremoni gyda'r nos ar 27 Ebrill. Roedd yn wych gwybod bod dros 170 o enwebiadau wedi'u derbyn ar gyfer y gwobrau.

Gwnaed yr arsylwadau a'r sylwadau a ganlyn:

Roedd ffocws ar y Gymraeg ym Mwrdd Arwain GIG Cymru gyda'r Ganolfan Dysgu Cymraeg Genedlaethol yn rhannu ei chynlluniau ar gyfer datblygu rhaglen ar gyfer staff y GIG.

O ran yr aelodau staff nad oedd yn gallu ymuno â'r gynhadledd, cafodd y sesiynau eu recordio a'u rhannu ar draws y sefydliad gyda phob aelod o staff yn cael eu hannog i ymgysylltu â nhw a'u gwylio.

Penderfynodd y Bwrdd:

DDERBYN a **THRAFOD** cynnwys adroddiad y Prif Weithredwr.

RHAN 4 – EITEMAU STRATEGOL

4.1	**Adroddiad Caffael Strategol**	Cymeradwywyd	Dim i'w nodi

Cyflwynodd Ifan Evans, Cyfarwyddwr Gweithredol Strategaeth (IE) yr eitem ac eglurodd fod Ebrill yn fis eithriadol o brysur i'r tîm Masnachol.

Rhoddodd Michelle Sell, Cyfarwyddwr Cynllunio a Pherfformiad / Prif

Swyddog Masnachol drosolwg o'r contractau a gyflwynwyd i'w cymeradwyo:

(i)   P812 Cytundeb Fframwaith Adnoddau Gweithlu Allanol

Contractwyr: Lot 1 - Trustmarque Solutions a TPX Impact Ltd
                         Lot 2 - Kainos a TPX Impact Ltd
                         Lot 3 - Trustmarque Solutions a TPX Impact Ltd

Cyfnod: 1 Mehefin 2023 i 31 Mai 2027 heb unrhyw
                         opsiwn i ymestyn y Cytundeb

Gwerth: Uchafswm gwerth - £10,000,000.00 (heb gynnwys TAW)   yn amodol ar "gontractau yn ôl y gofyn" unigol

Cais am Gymeradwyaeth: Dyfarnu Contract

Nodwyd nad oedd unrhyw gwmni o Gymru wedi cyflwyno cais am y cytundeb hwn, felly roedd angen edrych ar y trefniadau marchnata ar gyfer caffael yn y tymor hwy.

**(ii)   P308.02 (ii)   Menter Offeryn Integreiddio System (Fiorano)
          Trwydded a chymorth cysylltiedig**

Contractwr: Softcat PLC

Cyfnod: 18 Mehefin 2023 i 17 Mehefin 2026 gydag opsiwn i
                         ymestyn hyd at ddwy (2) flynedd arall mewn
                         cynyddrannau o ddim llai na deuddeg (12) mis.

Gwerth: £5,027,424.20

Cais am Gymeradwyaeth: Dyfarnu Contract

Nodwyd bod angen cywiro'r ffigwr i £5.3 miliwn.

Byddai Fiorano yn gam sylweddol i'r sefydliad, felly byddai angen adnoddau ychwanegol i gyflawni hyn.

**(iii)   P531 System Ansawdd Data ar gyfer Practisiau Meddygol
          Cyffredinol
          / Gofal Sylfaenol**

Contractwr: Informatica

Cyfnod: Dwy flynedd (2) gyda'r opsiwn i ymestyn am dair
                         (3) blynedd arall mewn cynyddrannau o ddim llai
                         na deuddeg (12) mis

Gwerth: £6,000,000.00 heb gynnwys TAW

	Cais am Gymeradwyaeth: Dyfarnu Contract Nodwyd bod y contract hwn yn aros i gael ei gymeradwyo gan Lywodraeth Cymru. **(iv)** **P835 Darpariaeth Teleffoni Integredig Microsoft Dynamics** **Contractwr:** Phoenix Software Ltd **Cyfnod:** Un flwyddyn (1) gydag opsiwn i ymestyn am ddwy (2) flynedd arall mewn cynyddrannau o ddim llai na deuddeg (12) mis **Gwerth:** £5,549,940.40 heb TAW **Cais am Gymeradwyaeth:** Dyfarnu Contract **Penderfynodd y Bwrdd:** **GYMERADWYO'r** Adroddiad Caffael Strategol		
4.2	**Diweddariad ar y Cynllun Ymgysylltu â Rhanddeiliaid** Cyflwynodd IE Ddiweddariad y Cynllun Ymgysylltu Strategol gan nodi bod y cynllun wedi'i fireinio er mwyn sicrhau bod mwy o hyder yn y cyflawni. Roedd pedwar piler ar gyfer meysydd thematig wedi'u nodi ac roedd y cynllun gweithredu wedi'i leihau o 52 i 23, ac roedd y camau hyn yn cynnwys amserlenni a mesurau sicrwydd i sicrhau eu bod yn cael eu cyflawni. Byddai'r tîm yn penodi tri aelod ychwanegol o staff i yrru'r gwaith yn ei flaen. Croesawodd y Bwrdd y gwaith a wnaed ers penodi'r Pennaeth Ymgysylltu a chefnogodd y cyfeiriad a chroesawodd adborth rheolaidd ar gynnydd. **Penderfynodd y Bwrdd:** **DDERBYN** a **THRAFOD** y Diweddaraf ar y Cynllun Ymgysylltu â Rhanddeiliaid.	Derbyniwyd a Thrafodwyd	Dim i'w nodi
4.3	**Diweddariad Cynllunio Gweithlu Strategol** Rhannodd Sarah-Jane Taylor, Cyfarwyddwr Pobl a Datblygu Sefydliadol (SJT) y Diweddariad Cynllunio Gweithlu Strategol a thynnodd sylw at y ffaith bod y bylchau sgiliau ac amrywiaeth wedi'u cyfuno, ynghyd â rolau hanfodol yn cael eu nodi ac y byddai adolygiadau chwarterol yn cael eu cynnal gyda'r Cyfarwyddiaethau. Roedd y Bwrdd yn falch o weld llwybrau gyrfa ar waith gan fod hyn yn allweddol i gadw a datblygu staff DHCW.	Cymeradwywyd	**CAMAU GWEITHREDU:** Y Gymraeg i'w hymgorffori yn y cynllunio gweithlu strategol, yn hytrach

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	Cafwyd cais i'r Gymraeg gael ei hymgorffori yn y cynllunio gweithlu strategol, yn hytrach na ffrwd waith ar wahân. Nodwyd pwysigrwydd cynllunio gweithlu strategol fel ymarfer rheolaidd, ynghyd â'r angen i ganolbwyntio ar wella amrywiaeth rhwng y rhywiau o fewn rhai cyfarwyddiaethau penodol. Cytunodd y Bwrdd y byddai Diweddariad Cynllunio Gweithlu Strategol yn cael ei gyflwyno i'r Bwrdd yn flynyddol. **Penderfynodd y Bwrdd:** **DDERBYN** a **THRAFOD** y Diweddaraf ar Gynllunio Gweithlu Strategol.		na bod yn eitem ar wahân. **CAMAU GWEITHRE DU:** Ychwanegu Cynllunio Gweithlu Strategol at y cylch busnes blynyddol
4.4	**Trosglwyddo'r Rhaglen Digideiddio Gofal Llygaid** Cyflwynodd HT yr adroddiad a dywedodd fod y Rhaglen Ddigidol Genedlaethol ar gyfer Gofal Llygaid yn rhaglen waith gan Lywodraeth Cymru, a letyir gan Fwrdd Iechyd Prifysgol Caerdydd a'r Fro, a oedd ar waith i ddigideiddio'r Cofnod Electonig Cleifion Offthalmoleg a'r broses atgyfeirio ar draws GIG Cymru. Yn haf 2022, cysylltodd Bwrdd Iechyd Prifysgol Caerdydd a'r Fro â DHCW i gymryd cyfrifoldeb am reoli'r Rhaglen a dechrau paratoadau ar gyfer derbyn gwasanaeth. Comisiynodd Uwch Swyddog Cyfrifol y Rhaglen borth asesu strategol a chynhaliwyd hwn gan Hwb Sicrwydd Integredig Llywodraeth Cymru ym mis Mawrth 2023 a ddyfarnodd asesiad hyder cyflenwi o oren/coch a gwnaeth chwe argymhelliad i'w gweithredu. Roedd Cyfarwyddiaeth Gwasanaethau Digidol Sylfaenol, Cymunedol ac Iechyd Meddwl DHCW wrthi'n gweithio drwy fanylion a chymhlethdodau'r rhaglen. Cytunwyd ar bontio mewn egwyddor ac roedd DHCW wedi penodi Rheolwr Rhaglen Genedlaethol ac roedd nifer o gyfarfodydd adolygu wedi'u trefnu. Byddai'r cyfnod pontio yn caniatáu amser ar gyfer cynnal diwydrwydd dyladwy priodol a nodi datrysiadau technegol ar gyfer lletya OpenEyes gan DHCW yn y dyfodol ac ar gyfer darparu cymorth parhaus. Cyflwynwyd y sylwadau a ganlyn gan y Bwrdd: • Roedd hon yn rhaglen Genedlaethol arall a oedd yn cael ei throsglwyddo i DHCW, a oedd hyder y byddai cyllid yn cael ei dderbyn i gyflawni'r rhaglen? Mewn ymateb, cadarnhawyd bod DHCW yn gweithio'n agos gyda Llywodraeth Cymru, fodd bynnag byddai angen cyllid ychwanegol i gyflawni rhaglen lwyddiannus; • Byddai angen adnoddau ychwanegol ar gyfer y rhaglen;	Nodwyd a Chymeradw ywyd	Dim i'w nodi

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	• Roedd yr amserlen ar gyfer cwblhau argymhellion yr adolygiad porth wedi mynd heibio, felly roedd yn bwysig deall statws y camau gweithredu neu gael cadarnhad bod y rhain wedi'u cwblhau; • Roedd mater risg cryf i enw da DHCW wrth dderbyn y rhaglen, felly roedd angen datblygu cynllun cyfathrebu ac ymgysylltu priodol i gyfyngu ar unrhyw niwed i enw da. **Penderfynodd y Bwrdd:** **NODI** argymhelliad yr adolygiad porth sero diweddar, a gefnogwyd gan Lywodraeth Cymru, yn gofyn i DHCW ymgymryd â pherchnogaeth a rheolaeth y Rhaglen Ddigidol ar gyfer Gofal Llygaid, a reolir ar hyn o bryd gan Fwrdd Iechyd Prifysgol Caerdydd a'r Fro; **NODI'R** cynnydd a chamau gweithredu arfaethedig i gwrdd â'r dyddiad trosglwyddo arfaethedig, sef 1 Mehefin; **CYMERADWYO'R** dyddiad trosglwyddo arfaethedig o 1 Mehefin ac i oedi ac ailosod y Rhaglen yn ystod y cyfnod o ddiwydrwydd dyladwy a thrawsnewid.		
	Egwyl Cinio - 30 munud		
RHAN 5 – LLYWODRAETHU, RISG, PERFFORMIAD A SICRWYDD			
5.1	**Adroddiad ar y Gofrestr Risg Gorfforaethol gan gynnwys Adolygiad Blynyddol o Barodrwydd i Dderbyn Risg a Goddefiant Risg** Cyflwynodd Chris Darling, Ysgrifennydd y Bwrdd (CD) yr adroddiad a dywedodd fod gan y Gofrestr Risg Gorfforaethol 30 o risgiau ar y Gofrestr ar hyn o bryd, y manylwyd ar 17 ohonynt yn Atodiad B. Roedd 13 o risgiau preifat (mae 11 ohonynt yn cael eu hystyried ym mhob Pwyllgor Llywodraethu Digidol a Diogelwch a 2 a ystyriwyd yn y Pwyllgor Archwilio a Sicrwydd). Ers y cyfarfod diwethaf, ychwanegwyd pedwar risg newydd: - DHCW0316 – Croniad Dyled Technegol - DHCW0317 - *Risg Preifat* - DHCW0318 - *Risg Preifat* - DHCW0319 - *Risg Preifat* Roedd pum risg wedi'u dileu: - DHCW0288 – Cyllid Refeniw Mudo Canolfan Ddata - DHCW0284 – Pwysau Ariannol Costau Cyfleustodau Cynyddol: - DHCW0311 – Pwysau Cost Digidol – Newidiadau i'r Model Pris Cyflenwr - DHCW0314 – Pwysau Cost Digidol – Risg Cadwyn Gyflenwyr	Derbyniwyd, Trafodwyd a Chymeradwywyd	Dim i'w nodi

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| | | Newidiodd sgôr tair risg:

- DHCW0237 - Gofynion newydd yn effeithio ar adnoddau a chynllun

- DHCW0304 - Cynnydd mewn Incwm Cytundeb Lefel Gwasanaeth GIG Cymru

- DHCW0299 – Capasiti cyflenwyr i gefnogi gweithgareddau parodrwydd y Gwasanaeth Presgripsiwn Electronig;

Dywedodd CD wrth y Bwrdd fod yr adolygiad blynyddol o barodrwydd i dderbyn risg DHCW a gwybodaeth gysylltiedig wedi'i gynnal yn ddiweddar trwy sesiwn Datblygu'r Bwrdd ym mis Mawrth 2023, a chafwyd trafodaeth bellach ac adborth gan aelodau'r Bwrdd, yn ogystal â mireinio Dangosfwrdd Adroddiadau BAF ar gyfer 2023/ 24. Cyflwynodd CD sleidiau barodrwydd i dderbyn risg DHCW a rhoddodd ddiweddariad ar y diwygiadau a wnaed.

Penderfynodd y Bwrdd:

DDERBYN a **THRAFOD** statws y Gofrestr Risg Gorfforaethol a **CHYMERADWYO** datganiad parodrwydd i dderbyn risg DHCW a goddefiannau risg cysylltiedig a pharodrwydd i dderbyn risg fesul parth risg. | | |
| 5.2 | **Adroddiad Fframwaith Sicrwydd y Bwrdd**

Cyflwynodd CD Adroddiad Fframwaith Sicrwydd y Bwrdd a dywedodd fod yr adroddiad wedi'i adolygu a'i ddiweddaru gyda mewnbwn gan arweinwyr Gweithredol a staff eraill DHCW a'i fod yn adeiladu ar Fframwaith Sicrwydd y Bwrdd a gyflwynwyd yn 2022/23.

Esboniodd CD fod Dangosfwrdd Fframwaith Sicrwydd y Bwrdd wedi dwyn ynghyd mewn un lle yr holl wybodaeth berthnasol am y risgiau i genhadaeth strategol DHCW a darparu gwybodaeth i'r Bwrdd ar y rheolaethau a'r sicrwydd sydd ar waith, yn ogystal â'r bylchau a'r camau gweithredu sydd eu hangen i liniaru risg a chyflawni yn erbyn y cenadaethau strategol. Roedd gan DHCW bum cenhadaeth strategol a phum prif risg cysylltiedig wedi'u mynegi yn eu herbyn, roedd gan bob cenhadaeth strategol archwaeth risg wedi'i neilltuo ar ei gyfer a oedd yn adlewyrchu'r dull y byddai DHCW yn ei gymryd i reoli'r risg.

Rhoddodd CD drosolwg o'r newidiadau a wnaed i Ddangosfwrdd Adroddiadau Fframwaith Sicrwydd y Bwrdd ar gyfer 2023/24 a dywedodd fod pob cenhadaeth strategol wedi cael sgôr coch, melyn, gwyrdd a neilltuwyd gan yr arweinydd Gweithredol perthnasol ar gyfer y genhadaeth strategol, sef asesiad hyder cyflawni yn seiliedig ar y risg a'r cynlluniau ar waith i fynd i'r afael â'r genhadaeth strategol a'i llywio.

Darparodd pob arweinydd gweithredol drosolwg byr o'r archwaeth | Cymeradwywyd | Dim i'w nodi |

	risg, sgôr coch, melyn, gwyrdd, rheolaethau a bylchau sicrwydd y genhadaeth strategol berthnasol, yn ogystal â chynghori'r Bwrdd am uchafbwyntiau cynnydd ac unrhyw feysydd sy'n peri pryder. Cefnogodd MWJ y cynlluniau ariannol a'r gweithlu sy'n parhau i gael eu monitro drwy'r Pwyllgor Archwilio a Sicrwydd a gofynnodd i'r Pwyllgor hefyd olrhain y cynlluniau i fwrw ymlaen â'r camau gweithredu sy'n ymwneud â'r siarter Cynhwysiant Digidol. **Penderfynodd y Bwrdd:** **GYMERADWYO** Adroddiad Fframwaith Sicrwydd y Bwrdd		
5.3	**Adroddiad Perfformiad Sefydliadol Integredig** • Cyflwynodd IE yr adroddiad perfformiad sefydliadol integredig hyd at ddiwedd Ebrill 2023 a thynnwyd sylw at y meysydd a ganlyn: Roedd pedair agwedd ar adrodd ar berfformiad: - Sut mae DHCW yn gweithredu fel sefydliad statudol cyhoeddus - Perfformiad Cyflawni - Perfformiad effeithlonrwydd a chynhyrchiant - Gwerth perfformiad • Roedd argaeledd gwasanaeth hyd at fis Mawrth 2023 yn 99.97%; • Roedd Ebrill wedi bod yn fis heriol o ran darparu gwasanaeth gyda naw digwyddiad gwasanaeth TG mawr. Roedd un digwyddiad a oedd yn effeithio ar y Prif Fynegai Cleifion wedi gofyn am adnoddau sylweddol i'w ddatrys; • Roedd gweithgarwch sylweddol wedi bod ar y gweill i adnewyddu Cytundebau Lefel Gwasanaeth; • Bu ymchwydd o weithgarwch masnachol ar draws DHCW drwy gydol y cyfnod; ac • Roedd Adolygiadau Datblygu Arfarnu Perfformiad Blynyddol wedi gostwng ychydig ond roedd gwaith yn mynd rhagddo gyda rheolwyr i wella cwblhau yn y maes. Gwnaed yr arsylwadau a'r sylwadau a ganlyn: Amser segur System Gweinyddu Cleifion Cymru – Roedd y copi wrth gefn o'r ganolfan ddata yn gyflym iawn felly fu ychydig iawn o darfu; Roedd cynnydd sylweddol wedi'i wneud gyda CLGau yn cael eu harwyddo; Roedd gwaith yn mynd rhagddo gyda'r Strategaeth Llywodraethu Gwybodaeth;	Derbyniwyd a Thrafodwyd	Dim i'w nodi

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	Byddai'n dda gweld trafodaethau'n ehangu lle bo'n briodol gyda rhannau eraill o'r sector cyhoeddus, e.e. awdurdodau lleol ac iechyd a gofal yn y gymuned. **Penderfynodd y Bwrdd:** **DDERBYN** a **THRAFOD** yr Adroddiad Perfformiad Sefydliadol Integredig		

5.4	**Adroddiad Cyllid**
	
	Cyflwynodd Mark Cox, Cyfarwyddwr Cyswllt Cyllid (MC) yr adroddiad cyllid ar gyfer y cyfnod yn diweddu 30 Ebrill 2023 a thynnodd sylw at y canlynol:
	
	• Yn amodol ar archwiliad, roedd DHCW yn adrodd ar gyflawniad yr holl dargedau ariannol gyda chanlyniadau cyn yr archwiliad a ganlyn ar gyfer 2022/23:
	
	   - Refeniw - £0.073 miliwn o danwariant
	
	   - Cyfalaf - £0.088 miliwn o danwariant
	
	   - Rhagorwyd ar darged Polisi Taliadau'r Sector Cyhoeddus sef 98%;
	
	   - Balans Arian Parod Diwedd Blwyddyn o £1.13 miliwn
	
	• Gweithrediadau craidd – roedd DHCW yn adrodd am danwariant refeniw o £0.009 miliwn;
	
	• Roedd gan COVID-19 danwariant bach o £0.062 miliwn;
	
	• Roedd gan DPIF danwariant diwedd blwyddyn o £0.001 miliwn;
	
	• Roedd cyfrifon ariannol drafft 2022/23 wedi'u cyflwyno i Lywodraeth Cymru, roedd y rhain wedi'u rhannu ag aelodau'r Bwrdd a'r Pwyllgor Archwilio a Sicrwydd cyn eu cyflwyno;
	
	• Er nad oedd yn ofynnol yn statudol i DHCW gyflwyno Cynllun Tymor Canolig Integredig cytbwys tair blynedd, yn absenoldeb Cynllun Tymor Canolig Integredig cytbwys roedd cais i DHCW gyflwyno cynllun blynyddol cytbwys. O ganlyniad, cynhaliodd y tîm Gweithredol adolygiad manwl ac ystyriwyd nifer o ddewisiadau a chamau gweithredu i alluogi'r sefydliad i gyflwyno cynllun blynyddol cytbwys;
	
	• Roedd DHCW a Phrif Swyddog Digidol Llywodraeth Cymru yn cydweithio i ddatblygu model ariannu ar gyfer y dyfodol;
	
	• Rhannwyd trosolwg o risgiau a chyfleoedd.
	
	Penderfynodd y Bwrdd:
	
	DDERBYN a **THRAFOD** yr Adroddiad Cyllid.
		Derbyniwyd a Thrafodwyd	Dim i'w nodi

5.5	Adroddiad ar Brif Bwyntiau'r Pwyllgor Archwilio a Sicrwydd	Nodwyd	Dim i'w

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	Darparodd Alistair Klaas Neill, Is-Gadeirydd y Pwyllgor (AKN) yr wybodaeth ddiweddaraf am gyfarfod diwethaf y Pwyllgor a gynhaliwyd ar 18 Ebrill 2023 a dywedodd wrth y Bwrdd fod y Pwyllgor wedi derbyn yr wybodaeth ddiweddaraf am Fframwaith Cydymffurfio a Gwella'r Gymraeg, sef diweddariad cyllid manwl diwedd blwyddyn a'r rhagolygon ar gyfer 2023/24, adolygu Cynllun Archwilio Blynyddol Archwilio Mewnol 2023/24 yn ogystal â Chynllun Archwilio Amlinellol Archwilio Cymru 2023/24 a chafwyd diweddariad defnyddiol hefyd ynghylch Cynllun Gweithredu'r Ddyletswydd Ansawdd a'r Ddeddf Gonestrwydd. **Penderfynodd y Bwrdd:** **NODI'R** Adroddiad ar Brif Bwyntiau'r Pwyllgor Archwilio a Sicrwydd		nodi
5.6	**Adroddiad ar Brif Bwyntiau'r Pwyllgor Llywodraethu a Diogelwch Digidol** Rhoddodd Rowan Gardner, Cadeirydd y Pwyllgor, yr wybodaeth ddiweddaraf o gyfarfod y Pwyllgor a gynhaliwyd ar 11 Mai 2023 a diolchodd i bawb a gymerodd ran yn y Pwyllgor am eu hymagwedd agored a thryloyw barhaus at y cyfarfodydd ynghyd â lefel y cyfraniadau a wnaed. **Penderfynodd y Bwrdd:** **NODI** Adroddiad Crynhoi Cynnydd y Pwyllgor Llywodraethu a Diogelwch Digidol	Nodwyd	Dim i'w nodi
5.7	**Adroddiad Crynhoi Cynnydd Rhwydwaith Digidol Aelodau Annibynnol** Dywedodd David Selway, Is-Gadeirydd y Rhwydwaith (DS) yn y cyfarfod diwethaf ar 19 Ebrill 2023, y darparwyd diweddariadau defnyddiol ar System Wybodaeth Gofal Cymunedol Cymru a datblygiad Ap GIG Cymru. Cadarnhaodd y Cadeirydd y byddai Maynard Davies, Aelod Annibynnol, Bwrdd Iechyd Prifysgol Hywel Dda yn ymgymryd â rôl Cadeirydd y Rhwydwaith wrth symud ymlaen a diolchodd i David Selway am ymgymryd â rôl y Cadeirydd ers ei sefydlu. **Penderfynodd y Bwrdd:** **NODI'R** Adroddiad Crynhoi Cynnydd Rhwydwaith Digidol Aelodau Annibynnol	Nodwyd	Dim i'w nodi
5.8	**Adroddiad Crynhoi Cynnydd Pwyllgor Fforwm Partneriaeth Leol** Rhoddodd Helen Thomas, Cyd-Gadeirydd y Grŵp Cynghori ddiweddariad o'r cyfarfod a gynhaliwyd ar 4 Ebrill 2023 a oedd yn cynnwys diweddariadau gan yr undebau llafur, diweddariadau gweithlu a diweddariad manwl ar y cynllun Ystadau. **Penderfynodd y Bwrdd:**	Nodwyd	Dim i'w nodi

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	NODI'R Adroddiad ar Brif Bwyntiau'r Fforwm Partneriaeth Lleol		
RHAN 6 - MATERION I GLOI			
6.1	**Unrhyw Faterion Brys Eraill** Ni chodwyd unrhyw fater brys arall.	Trafodwyd	Dim i'w nodi
6.2	**Dyddiad ac Amser y Cyfarfod Nesaf** • Dydd Iau 27 Gorffennaf 2023 Daeth y cyfarfod i ben am 14:30	Nodwyd	Dim i'w nodi

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Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru (DHCW) – PREIFAT - Cofnodion cryno heb eu

Cofnodion cyfarfod Bwrdd Awdurdod Iechyd Arbennig (SHA) Iechyd a Gofal Digidol Cymru (DHCW) a gynhaliwyd ddydd Iau 25 Mai 2023 yn rhithwir trwy MS Teams.

🕐 14:45 i 16:00   📅 25 Mai 2023

Aelodau'n Bresennol	Llythrennau Cyntaf	Teitl	Sefydliad
Simon Jones	SJ	Cadeirydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Ruth Glazzard	RG	Is-gadeirydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Marilyn Bryan Jones	MBJ	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Ifan Evans	IE	Cyfarwyddwr Gweithredol Strategaeth	Iechyd a Gofal Digidol Cymru
Rowan Gardner	RoG	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Rhidian Hurle	RH	Cyfarwyddwr Meddygol Gweithredol	Iechyd a Gofal Digidol Cymru
Sam Lloyd	SL	Cyfarwyddwr Gweithredol Gweithrediadau	Iechyd a Gofal Digidol Cymru
Alistair Klaas Neill	AKN	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
David Selway	DS	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Helen Thomas	HT	Prif Swyddog Gweithredol	Iechyd a Gofal Digidol Cymru
Marian Wyn Jones	MWJ	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru

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Yn bresennol	Llythrennau Cyntaf	Teitl	Sefydliad
Gareth Cooke	GC	Reolwr y Rhaglen	Iechyd a Gofal Digidol Cymru
Mark Cox	MC	Cyfarwyddwr Cyswllt Cyllid	Iechyd a Gofal Digidol Cymru
Chris Darling	CD	Ysgrifennydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Jamie Graham	JG	Cyfarwyddwr Cynorthwyol, Seiberddiogelwch	Iechyd a Gofal Digidol Cymru
Carwyn Lloyd-Jones	CLJ	Cyfarwyddwr TGCh	Iechyd a Gofal Digidol Cymru
Michelle Sell	MS	Cyfarwyddwr Cynllunio a Pherfformiad / Prif Swyddog Masnachol	Iechyd a Gofal Digidol Cymru
Sarah-Jane Taylor	SJT	Cyfarwyddwr Pobl a Datblygu Sefydliadol	Iechyd a Gofal Digidol Cymru
Laura Tolley	LT	Pennaeth Llywodraethu Corfforaethol (Ysgrifenyddiaeth)	Iechyd a Gofal Digidol Cymru

Ymddiheuriadau	Teitl	Sefydliad
Andrew Fletcher	Aelod Cyswllt o'r Bwrdd – Undeb Llafur	Iechyd a Gofal Digidol Cymru
Claire Osmundsen-Little	Cyfarwyddwr Gweithredol Cyllid	Iechyd a Gofal Digidol Cymru
Sam Hall	Cyfarwyddwr Gwasanaethau Digidol Gofal Sylfaenol, Cymunedol ac Iechyd Meddwl.	Iechyd a Gofal Digidol Cymru

Acronymau			
Iechyd a Gofal Digidol Cymru	Iechyd a Gofal Digidol Cymru	SHA	Awdurdod Iechyd Arbennig
LINC	Rhwydwaith Gwybodaeth Labordy Cymru	RISP	Caffael System Gwybodaeth Radioleg

2Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230525

ABLl	Achos Busnes Llawn		

Rhif yr Eitem	Manylion yr Eitem	Canlyniad	Cam gweithredu
MATERION RHAGARWEINIOL			
1.1	**Croeso ac Ymddiheuriadau** Croesawodd y Cadeirydd bawb i gyfarfod preifat y Bwrdd.	Nodwyd	Dim i'w nodi
1.2	**Ymddiheuriadau am Absenoldeb** Nodwyd ymddiheuriadau am absenoldeb gan: - Andrew Fletcher - Aelod Bwrdd Cysylltiol - Undeb Llafur - Claire Osmundsen-Little – Cyfarwyddwr Gweithredol Cyllid - Sam Hall – Cyfarwyddwr Gwasanaethau Digidol Gofal Sylfaenol, Cymunedol ac Iechyd Meddwl	Nodwyd	Dim i'w nodi
1.3	**Datganiadau o Fuddiannau** Nid oedd unrhyw ddatganiadau o fuddiannau.	Nodwyd	Dim i'w nodi
AGENDA GYDSYNIO — I'W CHYMERADWYO A'I NODI			
2.1	**Cofnodion heb eu cadarnhau o Gyfarfod y Bwrdd Preifat a gynhaliwyd ar 30 Mawrth 2023** Penderfynodd y Bwrdd: GYMERADWYO cofnodion y cyfarfod Bwrdd Preifat a gynhaliwyd ar 30 Mawrth 2023, yn amodol ar un mân ddiwygiad.	Cymeradwywyd	Dim i'w nodi
2.2	**Cofnodion Preifat heb eu Cadarnhau o Gyfarfod Bwrdd Eithriadol ar y Cyd gyda Bwrdd Iechyd Prifysgol Caerdydd a'r Fro a gynhaliwyd 20 Ebrill 2023** Penderfynodd y Bwrdd: GYMERADWYO cofnodion preifat heb eu cadarnhau o Gyfarfod Bwrdd Eithriadol ar y Cyd gyda Bwrdd Iechyd Prifysgol Caerdydd a'r Fro a gynhaliwyd 20 Ebrill 2023.	Cymeradwywyd	Dim i'w nodi
2.3	**Cofnodion Preifat Heb eu Cadarnhau o Gyfarfod Eithriadol y Bwrdd a gynhaliwyd 20 Ebrill 2023** Penderfynodd y Bwrdd: GYMERADWYO cofnodion preifat sydd heb eu cadarnhau o gyfarfod bwrdd eithriadol a gynhaliwyd ar 20 Ebrill 2023	Cymeradwywyd	Dim i'w nodi

3Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230525

2.4	Log Gweithredu **Penderfynodd y Bwrdd:** **NODI** nad oedd unrhyw gamau gweithredu ar y cofnod gweithredu.	Nodwyd	Dim i'w nodi
PRIF AGENDA			
RHAN 3 – I'W DRAFOD			
3.1	Gweithredu Seiber y Cynllun 3 Blynedd		
	Rhoddodd Sam Lloyd, Cyfarwyddwr Gweithredol Gweithrediadau (SL), ynghyd â Jamie Graham, Cyfarwyddwr Cynorthwyol Seiberddiogelwch (JG) ddiweddariad ar Weithrediad Seiber y cynllun 3 Blynedd. **Penderfynodd y Bwrdd:** **DDERBYN** a **THRAFOD** y Gweithredu Seiber y Cynllun 3 Blynedd	Derbyniwyd a thrafodwyd	Dim i'w nodi
3.2	Achos Busnes Llawn (ABLl) Rhaglen RISP Cyflwynodd Ifan Evans, Cyfarwyddwr Gweithredol Strategaeth (IE), ynghyd â Michelle Sell, Cyfarwyddwr Cynllunio a Pherfformiad / Prif Swyddog Masnachol (MS) a Gareth Cooke, Rheolwr Rhaglen (GC) Achos Busnes Llawn Rhaglen RISP a thynnu sylw at y canlynol: • Rhannwyd a thrafodwyd yr ABLl yn fanwl yn ystod sesiwn briffio'r Bwrdd; • Mae'r ABLl wedi'i gyflwyno i bob Bwrdd Iechyd ac Ymddiriedolaeth berthnasol yn GIG Cymru; • Roedd yr ABLl wedi'i gyflwyno i Lywodraeth Cymru yn gofyn am gymeradwyaeth i symud ymlaen ac roedd angen cadarnhad y byddent yn darparu cyllid canolog; • Byddai'r contract yn Brif Gytundeb Gwasanaeth gyda phob Bwrdd Iechyd ac Ymddiriedolaeth yn ymrwymo i'w berthynas contract uniongyrchol ei hun gyda'r cyflenwr; • Byddai DHCW yn darparu adnoddau i gefnogi gweithrediad y system newydd; • Byddai'r contract RISP yn cael ei gyflwyno ar wahân i Fwrdd DHCW i'w gymeradwyo mewn cyfarfod arbennig ym mis Mehefin yn dilyn cymeradwyaeth yr ABLl gan bob un o'r Byrddau Iechyd ac Ymddiriedolaethau perthnasol a Llywodraeth Cymru. **Penderfynodd y Bwrdd:** **GYMERADWYO** Achos Busnes Llawn RISP.	Cymeradwywyd	Dim i'w nodi
3.3	Diweddariad Rhaglen LINC Derbyniodd y Bwrdd ddiweddariad ar statws presennol y Rhaglen	Cymeradwywyd	Dim i'w nodi

4Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230525

	LINC a thrafodwyd y camau nesaf. **Penderfynodd y Bwrdd:** **NODI'R** sefyllfa bresennol a **CHYMERADWYO'R** camau gweithredu arfaethedig.		
RHAN 4 - MATERION I GLOI			
4.1	**Unrhyw Faterion Brys Eraill** Ni chodwyd unrhyw fater brys arall.	Trafodwyd	Dim i'w nodi
4.2	**Dyddiad ac Amser y Cyfarfod Nesaf** I'w gadarnhau	Nodwyd	Dim i'w nodi

Tolley Laura
19/07/2023 14:18:24

5Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230525

Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal

Cofnodion cyfarfod Eithriadol Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru a gynhaliwyd ddydd Iau 22 Mehefin 2023 fel cyfarfod rhithwir a ddarlledwyd yn fyw drwy Zoom.

🕚 11:00-11:25   📅 22 Mehefin 2023

Aelodau'n Bresennol	Llythrennau Cyntaf	Teitl	Sefydliad
Simon Jones	SJ	Cadeirydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Ruth Glazzard	RG	Is-gadeirydd y Bwrdd	Iechyd a Gofal Digidol Cymru
Ifan Evans	IE	Cyfarwyddwr Gweithredol Strategaeth	Iechyd a Gofal Digidol Cymru
Rowan Gardner	RoG	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Rhidian Hurle	RH	Cyfarwyddwr Meddygol Gweithredol	Iechyd a Gofal Digidol Cymru
Marian Wyn Jones	MWJ	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Claire Osmundsen-Little	COL	Cyfarwyddwr Gweithredol Cyllid	Iechyd a Gofal Digidol Cymru
Helen Thomas	HT	Prif Swyddog Gweithredol	Iechyd a Gofal Digidol Cymru

Yn bresennol	Llythrennau Cyntaf	Teitl	Sefydliad
Chris Darling	CD	Ysgrifennydd y Bwrdd	Iechyd a Gofal Digidol Cymru

1Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230622

Andrew Fletcher	AF	Aelod Cyswllt o'r Bwrdd – Undeb Llafur	Iechyd a Gofal Digidol Cymru
Alison Maguire	AM	Cyfarwyddwr Rhaglen - Diagnosteg	Iechyd a Gofal Digidol Cymru
Carwyn Lloyd-Jones	CLJ	Cyfarwyddwr TGCh	Iechyd a Gofal Digidol Cymru
Michelle Sell	MS	Cyfarwyddwr Cynllunio a Pherfformiad a Phrif Swyddog Masnachol	Iechyd a Gofal Digidol Cymru
Sarah-Jane Taylor	SJT	Cyfarwyddwr Pobl a Datblygu Sefydliadol	Iechyd a Gofal Digidol Cymru
Laura Tolley	LT	Pennaeth Llywodraethu Corfforaethol (Ysgrifenyddiaeth)	Iechyd a Gofal Digidol Cymru

Ymddiheuriadau	Teitl	Sefydliad
Alistair Klaas Neill	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Marilyn Bryan-Jones	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru
Sam Lloyd	Cyfarwyddwr Gweithredol Gweithrediadau	Iechyd a Gofal Digidol Cymru
David Selway	Aelod Annibynnol	Iechyd a Gofal Digidol Cymru

Acronymau			
Iechyd a Gofal Digidol Cymru	Iechyd a Gofal Digidol Cymru	SHA	Awdurdod Iechyd Arbennig
CEO	Prif Swyddog Gweithredol	RISP	Caffael y System Gwybodeg Radioleg
LINC	Rhwydwaith Gwybodaeth Labordy Cymru		

Rhif yr Eite	Manylion yr Eitem	Canlyniad	Cam gweithred

2Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230622

m		u
MATERION RHAGARWEINIOL		
1.1	**Croeso ac Ymddiheuriadau** Croesawodd y Cadeirydd bawb yn ddwyieithog i gyfarfod eithriadol Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru. Cadarnhaodd y Cadeirydd fod y cyfarfod yn cael ei ddarlledu'n fyw drwy Zoom. Yn ogystal, byddai'r recordiad ar gael drwy wefan Iechyd a Gofal Digidol Cymru ar gyfer unrhyw un nad oedd yn gallu cael mynediad i'r cyfarfod yn fyw. Roedd platfform Zoom yn cael ei ddefnyddio i ganiatáu i aelodau fod yn weladwy trwy gydol y cyfarfod a chadarnhawyd nad oedd gwasanaeth cyfieithu ar gyfer y cyfarfod oherwydd ei natur eithriadol.	Nodwyd	Dim i'w nodi
1.2	**Ymddiheuriadau am Absenoldeb** Nodwyd ymddiheuriadau am absenoldeb gan: • Sam Lloyd – Cyfarwyddwr Gweithredol Dros Dro Gweithrediadau • David Selway – Aelod Annibynnol • Marilyn Bryan-Jones – Aelod Annibynnol • Alistair Klaas Neill – Aelod Annibynnol	Nodwyd	Dim i'w nodi
1.3	**Datganiadau o Fuddiannau** Ni dderbyniwyd unrhyw ddatganiadau o fuddiannau mewn perthynas â'r agenda.	Nodwyd	Dim i'w nodi
PRIF AGENDA		
RHAN 2 – I'W GYMERADWYO		
2.1	**Adroddiad Caffael Strategol**	Cymerad wywyd	Dim i'w nodi
	Cyflwynodd Ifan Evans, Cyfarwyddwr Gweithredol Strategaeth (IE), ynghyd â Michelle Sell, Cyfarwyddwr Cynllunio a Pherfformiad / Prif Swyddog Masnachol yr adroddiad a rhoddod nhw drosolwg o'r contract canlynol a gyflwynwyd i'w gymeradwyo: (i) P213.02 Caffael y System Gwybodeg Radioleg (RISP), **Contractwr:** Philips Electronics UK Ltd **Cyfnod:** 1 Gorffennaf 2023 i 30 Mehefin 2028 gyda'r opsiwn i ymestyn am ddwy (2) flynedd arall, wedi'i weithredu mewn cynyddrannau blynyddol.		

3Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230622

Gwerth: Cyfanswm Gwerth y Contract gan gynnwys yr opsiynau estyniad yw £47,287,879 (heb gynnwys TAW) **Cais am Gymeradwyaeth:** Dyfarnu Contract Nodwyd bod: • Pob Bwrdd Iechyd ac Ymddiriedolaeth wedi derbyn a chymeradwyo Achos Busnes Llawn RISP ym mis Mai 2023; • Cyllid gan Lywodraeth Cymru wedi'i gadarnhau; • DHCW yn ymrwymo i gytundeb trosfwaol; a • Y rhan fwyaf o'r cyllid a'r risgiau'n mynd trwy Fyrddau Iechyd ac Ymddiriedolaethau, gan gontractio'n uniongyrchol gyda'r cyflenwr. Gwnaed y sylwadau a'r arsylwadau a ganlyn: • Trosglwyddwyd y Rhaglenni LINC a RISP o Gydweithrediaeth y GIG i DHCW ym mis Ionawr 2023. Roedd gallu adnoddau i redeg y ddwy raglen yn cael ei fonitro a byddai hyn yn parhau i gael ei reoli'n agos dros y misoedd nesaf. Nodwyd bod adnoddau wedi'u dynodi yn Achos Busnes Llawn RISP i gynyddu'r adnoddau yn y tîm; • Rhoddir sicrwydd i'r Bwrdd ar gyflawni rhaglenni mawr drwy'r Pwyllgor Llywodraethu a Diogelwch Digidol, a'r Bwrdd Rheoli sy'n goruchwylio'r rheolwyr. Mae Pwyllgor Cyflawni Rhaglenni 'Cysgodol' archwiliadol wedi cyfarfod unwaith fel rhan o'r gwaith o ystyried yr achos dros bwyllgor sicrwydd Bwrdd penodedig yn y maes hwn; • Byddai'r contract yn cael ei gynnal gyda chyflenwr newydd felly roedd trafodaethau ynghylch trosglwyddo a mudo data yn cael eu cynnal. **Penderfynodd y Bwrdd:** **GYMERADWYO'R** Adroddiad Caffael Strategol a Dyfarnu Contract.	

	RHAN 3 - MATERION I GLOI		
3.1	**Unrhyw faterion brys eraill** Ni chodwyd unrhyw fater brys arall.	Trafodwyd	Dim i'w nodi
7.2	**Dyddiad ac Amser y Cyfarfod Nesaf** • Iau 13 Gorffennaf 2023 – Cyfarfod Bwrdd Eithriadol	Nodwyd	Dim i'w nodi

4 Cyfarfod Bwrdd Awdurdod Iechyd Arbennig Iechyd a Gofal Digidol Cymru 20230622

Title	Date of Meeting	Business Area	Action/Decision Narrative	Action Lead	Due Date	Status/Outcome Narrative	Status
20230525-A01	25/05/2023	People and OD	Welsh Language to be incorporated into the strategic workforce planning, rather than being a separate item.	Sarah-Jane Taylor (DHCW - People & OD)		People and OD will make sure this in incorporated as part of the Strategic Workforce Planning template and work with the Welsh Lanagage Services Manager to determine what is incorporated.	Underway
20230525-A02	25/05/2023	People and OD	Strategic Workforce Planning be added to the annual cycle of business	Sarah-Jane Taylor (DHCW - People & OD)	27/07/2023	Complete - Added to forward workplan	Complete

DIGITAL HEALTH AND CARE WALES
FORWARD WORKPLAN REPORT

Agenda Item	2.5

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Chris Darling, Board Secretary
Prepared By	Laura Tolley, Head of Corporate Governance
Presented By	Chris Darling, Board Secretary

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: **NOTE** the contents of the report.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1 IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Development of the new Digital Organsation

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

Workforce EQIA page

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

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RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there is no specific research and innovation implications relating to the activity outlined within this report

ACRONYMS			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority

2   SITUATION/BACKGROUND

2.1   The Board have a Cycle of Board Business that is reviewed on an annual basis. Additionally, there is a forward workplan which is used to identify any additional timely items for inclusion to ensure the Board are reviewing and receiving all relevant matters in a timely fashion.

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   The following items have been added to the Forward Workplan and are due to be presented at the meeting on 27 July 2023:

- Product Approach Update
- Strategic Procurement Report*

*Items taken in private session

3.2   In addition, the following item has been added to the Forward Workplan and is scheduled to be presented to the September 2023 meeting:

- Equality, Diversity & Inclusion Update

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   Several activities are underway to address the requirement to horizon scan both internally and across the system to inform the forward workplan for the Board.

4.2   The updated Workplan can be found as 2.5i Appendix A.

5   RECOMMENDATION

5.1   The Board is being asked to **NOTE** the contents of the report.

6   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
SHA Board	March 2023	APPROVED - Cycle of Business 2023-24
Chris Darling, Board Secretary	July 2023	APPROVED

SHA Board Forward Workplan 2023-24

Standing Items	Lead	Type	Detail
Welcome and Introductions	Chair	Preliminary Matters	
Declarations of Interest	Chair	Preliminary Matters	
Minutes	Board Secretary	Consent	
Action log	Board Secretary	Consent	
Forward Work Plan	Board Secretary	Consent	
Shared Listening and Learning	Executive Medical Director	Main	
Chair & Vice Chair Report	Board Secretary	Main	
Chief Executive Report	Chief Executive Officer	Main	
Integrated Organisational Performance Report including Annual Plan Progress Updates	Executive Director of Strategy	Main	
Committee & Advisory Group Highlight Reports	Board Secretary	Main	
Corporate Risk Register Report	Board Secretary	Main	
Strategic Procurement Report	Executive Director of Strategy	Main	
Finance Report	Executive Director of Finance		

Additional Items	Executive Lead	Type	Route in & detail	25-May-23	27-Jul-23	28-Sep-23	30-Nov-23	26-Jan-24	28-Mar-24
Board Assurance Framework Report	Board Secretary	Main	Cycle of Business	✓			✓		
Cyber Implementation of the 3-Year Plan	Executive Director of Operations	Main	Cycle of Business - PRIVATE	✓			✓		
Annual Review of Risk Appetite and Risk Tolerance	Board Secretary	Main	Cycle of Business	✓					
Stakeholder Engagement Plan Update	Executive Director of Strategy	Main	Cycle of Business	✓					
Strategic Workforce Planning Update	Director of People & Organisational Development	Main	Previous Board Action	✓				✓	
RISP Programme FBC	Executive Director of Strategy	Main	Commercial Services - PRIVATE	✓					
Eye Care Digitisation Programme Transfer	Director of Primary, Community and Mental Health Digital Services	Main	Board Secretary	✓					
IMTP Accountable Officer Letter – Annual Financial Plan 2023/24	Executive Director of Finance	Main	Board Secretary	✓					
Accountability Report	Board Secretary	Main	Cycle of Business		✓				
Annual Statutory Accounts	Executive Director of Finance	Main	Cycle of Business		✓				
Annual Report	Board Secretary	Main	Cycle of Business		✓				
Senior Information Risk Owner Annual Report	Executive Director of Operations	Main	Cycle of Business		✓				
Shared Listening & Learning Annual Review	Executive Medical Director	Main	Cycle of Business		✓				
Product Strategy	Executive Director of Operations	Main	Cycle of Business		✓				
Foundational Economy	Board Secretary	Consent	Board Secretary		✓				
Welsh Government Decarbonisation Return	Executive Director of Finance	Consent	Cycle of Business			✓			
People and Organisational Development Strategy Action Plan Update	Director of People & Organisational Development	Main	Cycle of Business			✓			
Communications Strategy	Board Secretary	Main	Cycle of Business			✓			
Information Governance Strategy	Executive Medical Director	Main	Cycle of Business			✓			
Primary Care Strategy	Director of Primary, Community and Mental Health Digital Services	Main	Cycle of Business			✓			
Corporate Risk Trending Analysis	Board Secretary	Main	Cycle of Business				✓		
Half Year Performance Against Plan	Executive Director of Strategy	Main	Cycle of Business				✓		
DHCW Long Term Strategy	Executive Director of Strategy	Main	Cycle of Business				✓		
Information Strategy	Executive Medical Director		DG&S Agenda setting August - RH				✓		
Integrated Medium Term Plan – Approval	Executive Director of Strategy	Main	Cycle of Business					✓	✓
End of Year Reporting Approach	Board Secretary	Consent	Cycle of Business					✓	
Board Champion Annual Report	Board Secretary	Consent	Cycle of Business					✓	
SHA Board Cycle of Business	Board Secretary	Consent	Cycle of Business						✓
Annual Review of Standing Orders	Board Secretary	Main	Cycle of Business						✓
Standing Orders Approval	Board Secretary	Main	Cycle of Business						✓
Board & Committee Self-Effectiveness	Board Secretary	Consent	Cycle of Business						✓
Committee & Advisory Groups Annual Reports	Board Secretary	Consent	Cycle of Business						✓
Gender Pay Gap Annual Report	Director of People & Organisational Development	Consent	Cycle of Business						✓
Emergency Planning Annual Report	Executive Director of Strategy	Consent	Cycle of Business						✓
Performance Management Framework	Executive Director of Strategy	Main	Cycle of Business						✓
Adoption of Corporate Policies	Board Secretary	Consent	Cycle of Business. As Required						
Equality, Diversity and Inclusion Update	Director of People & Organisational Development	Main	People and Organisational Development			✓			✓

Tolley, Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
NHS PERFORMANCE FRAMEWORK
QUALITATIVE MEASURES - 2022-2023
FOUNDATIONAL ECONOMY

Agenda Item	2.6

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Ifan Evans, Executive Director of Strategy
Prepared By	Julie Francis, Head of Commercial Services
Presented By	Ifan Evans, Executive Director of Strategy

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: **NOTE** the report	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1 IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Development of the new Digital Organisation

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Resilient Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implications related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	Yes, please detail below
	Foundational Economy

NHS Performance Framework Qualitative
Measures - 2022-2023: Foundational Economy

Author: Julie Francis

Approver: Ifan Evans

RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales		

2. SITUATION/BACKGROUND

2.1 The Welsh Government Performance and Delivery Framework (Priority Measures Phase 1 – Delivery Measure 34) specifies that each NHS Wales organisation within scope has to provide a "qualitative report detailing evidence of NHS Wales advancing its understanding and role within the Foundational Economy via the delivery of the Foundational Economy Health and Social Services Programme".

The requirement is to complete a templated monitoring return which provides six-monthly updates on progress, including the information from the previous submission. The Template should describe the organisation's "delivery of the Foundational Economy initiatives and/or evidence of improvements in the decision-making process".

3 SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1 The monitoring return has been updated with black text for this return.

4 KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1 There are no key risks / matters for escalation to Board/Committee.

5 RECOMMENDATION

5.1 The Board is asked to NOTE the monitoring return.

6 APPROVAL / SCRUTINY ROUTE

NHS Performance Framework Qualitative
Measures - 2022-2023: Foundational Economy

Author: Julie Francis

Approver: Ifan Evans

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Management Board	May 2023	Noted

NHS Performance Framework Qualitative
Measures - 2022-2023: Foundational Economy

Author: Julie Francis

Approver: Ifan Evans

DIGITAL HEALTH AND CARE WALES
COVID-19 INQUIRY UPDATE

Agenda Item	2.7

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Chris Darling, Board Secretary
Prepared By	Julie Ash, Head of Corporate Services
Presented By	Chris Darling, Board Secretary

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: **NOTE** the latest position on the UK inquiry into Covid-19	

1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Globally Responsible Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: This is a retrospective Inquiry, there is no impact on protected groups.	

Workforce EQIA page

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below
	The Inquiry will explore Quality and Safety implications associated with Covid-19.
LEGAL IMPLICATIONS/IMPACT	Yes, please see detail below
	DHCW are required by law to contribute to Modules of the Inquiry when requested. DHCW have instructed a solicitor and external counsel to assist with their response.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there is no specific research and innovation implications relating to the activity outlined within this report

Acronyms			
NWSSP	NHS Wales Shared Services Partnership	DHCW	Digital Health and Care Wales
SHA	Special Health Authority	NWSSP	NHS Wales Shared Services

2   SITUATION/BACKGROUND

2.1   The then Prime Minister, Boris Johnson, announced an independent public inquiry into the UK Government's handling of the COVID-19 pandemic would take place in Spring 2022.

In his *statement* to the House of Commons, Boris Johnson said the UK Government will work closely with the devolved administrations to establish the inquiry and they will be consulted before the scope is finalised.

Public Inquiries investigate issues of serious public concern and establish the facts of past decisions and events. They are an official review ordered by a government body. The running of an inquiry is governed by the Inquiries Act 2005. The purpose of an inquiry is usually to address three questions:

- What happened?
- Why did it happen and who is accountable?
- What can be done to prevent this recurring?

All inquiries start by looking at what happened. They do this by collecting documents, analysing evidence and examining witness testimonies. The inquiry will then draw on experts to form recommendations. The aim is to provide guidance to make changes and prevent a situation from recurring.

The Inquiry will play a key role in examining the UK's pandemic response and ensuring that we learn the right lessons for the future.

2.2   On 21st July 2022, the Chair of the Covid Inquiry, Baroness Heather Hallett, issued an opening statement via an online webinar. In the opening statement, Lady Hallett set out exactly how she

Covid-19 Inquiry Update | Page 3 of 6 | Author: Julie Ash
Approver: Chris Darling
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plans to run this Inquiry, thoroughly, swiftly, and with the aim of making sure the UK is better prepared for future pandemics.

2.3 The Chair also outlined a schedule for the Inquiry. The Inquiry would begin hearing evidence for Module 1 in public hearings on 13 June 2023. Public hearings will begin for Module 2 (decision-making across the UK) in October 2023. This will be followed by public hearings for Module 2A (decision-making in Scotland) in January 2024, Module 2B (decision-making in Wales) in February 2024 and Module 2C (decision-making in Northern Ireland) in April 2024. We expect Module 3 hearings to begin in autumn 2024.

2.4 The Welsh Government has agreed to establish a Senedd Covid-19 Inquiry Special Purpose Committee, co-chaired by Joyce Watson and Tom Gifford. The remit and full implications are not yet known but it is anticipated that the Committee will consider any issues arising from the UK Covid-19 Inquiry that require further examination in Wales.

2.5 DHCW along with other Health Bodies in NHS Wales have engaged with NWSSP Legal and Risk Services to prepare for the inquiry. DHCW have instructed NWSSP Legal and Risk Services to represent DHCW and have held a number of meetings with the solicitor allocated to DCHW to review progress to date and agree specific next steps. DHCW have also now instructed external counsel.

3 SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1 On 17th May 2023, our Chief Executive received a notice from the Covid-19 Inquiry Team Solicitors writing on behalf of the Inquiry, specifically Module 2B which is looking at the Welsh Governments' core political and administrative decision making in relation to the Covid-19 pandemic. The notice contained a request for a statement/evidence under Rule 9 of the Inquiry Rules 2006. The deadline for receipt of our draft response was 4pm on 28 June 2023 and we were required to confirm our progress to the Inquiry's solicitors by 4pm on 7 June 2023 which was submitted by our solicitor on our behalf confirming that we would meet the submission deadline.

3.2 The request contained a number of specific questions requiring responses from a range of sources across DHCW and was required to be presented in statement form. A core response group led by the Director of Planning & Performance, with the Head of Corporate Services and Board Secretary drafted the response in conjunction with other subject matter experts.

3.3 This draft response was reviewed by our solicitor and external counsel prior to approval by our Chief Executive. The draft response was submitted by our solicitor to the Inquiry Team on 28 June 2023. Initial submissions were requested to be unsigned and in draft form to enable review

by the Inquiry Team prior to finalisation.

3.4   The Inquiry Team have acknowledged our submission and advised that they will be in touch to confirm next steps in due course.

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   A formal request relating to Module 2B of the Inquiry which focuses on Welsh Government activity was received and responded to by the submission deadline of 28 June 2023.

4.2   We anticipate being asked for more detailed information as part of Module 3 which focuses on activities/decisions undertaken by NHS organisations.

4.3   DHCW have instructed NWSSP Legal and Risk Services to represent DHCW and have held a number of meetings with the solicitor allocated to DCHW to review progress to date and agree specific next steps. We have also instructed external counsel.

5   RECOMMENDATION

5.1   The Board is asked to **NOTE** the latest position on the UK inquiry into Covid-19.

Tolley,Laura
19/07/2023 14:18:24

6   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Director of Planning & Performance/Chief Commercial Officer	13/07/2023	Approved
Board Secretary	13/07/2023	Approved

Tolley,Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
NETWORK CHAIR'S REPORT FOR BOARD

Date of Board Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Name of Committee	All Wales Independent Member Digital Network
Chair of Committee	Maynard Davies, Independent Member, Hywel Dda UHB
Lead Executive Director	Chris Darling, Board Secretary, DHCW
Date of Last Meeting	10 July 2023
Prepared By	Julie Robinson, Corporate Governance Coordinator, DHCW
Presented By	Chris Darling, Board Secretary, DHCW

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: NOTE the content of the report.	

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STRATEGIC MISSION	Be the trusted strategic partner and a high quality, inclusive and ambitious organisation

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

DUTY OF QUALITY ENABLER	Information
DOMAIN OF QUALITY	Effective
If more than one enabler / domain applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: There is no requirement for an EQIA.	

APPROVAL/SCRUTINY ROUTE:

Person/Committee/Group who have received or considered this paper prior to this meeting

COMMITTEE OR GROUP	DATE	OUTCOME
Committee Chair		

Tolley,Laura
19/07/2023 14:18:24

IMPACT ASSESSMENT

QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below
	Should the appropriate assurance not take place, there could be unforeseen quality and safety implications to the DHCW services provided
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

Acronyms

DHCW	Digital Health and Care Wales	SHA	Special Health Authority
WCCIS	Welsh Community Care Information Systems	NDR	National Data Resource
IM	Independent Member		

Definitions

ALERT	Alert the Board to areas of non-compliance or matters that need addressing urgently
ASSURE	Detail any areas of assurance that the Network has received
ADVISE	Detail any areas of ongoing monitoring where an update has been provided to the Network

PRIVATE SESSION

ALERT	No items to alert the Board.
ASSURE	• **Chairs Peer Group Feedback.** The Chair's Peer Group considered the formal evaluation report of the All-Wales IM Digital Network, its impact and operation over its first year. The Network were **assured** to note the positive

Tolley Laura
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	feedback from the Chairs' Peer Group who confirmed they were supportive of the Network continuing. • **Welsh Government Context – Briefing from the Chief Digital and Innovation Officer (Health and Care), Welsh Government.** The Network **received** a presentation from the Chief Digital and Innovation Officer which outlined that digital and data developments are core to ministerial priorities to transform health and social care delivery. A discussion was had on the system challenges faced and best practice seen. The Chief Digital and Innovation Officer was invited back for further updates and reflections at future meetings. • **DHCW Integrated Medium Term Plan (IMTP) including Diagnostics Portfolio.** The Network received for **assurance** an update on the DHCW Integrated Medium Term Plan, which specifically focused on the Diagnostics Portfolio. The update included discussion on local and national digital initiatives and the opportunities and threats facing the NHS Wales system.
ADVISE	• **Cyber Resilience in the Public Sector Audit Wales Update.** The Network received a presentation on Cyber Resilience in the Public Sector from Audit Wales, which had raised a number of recommendations for public sector bodies. The network discussed ways to raise the profile of the cyber threat and Audit Wales welcomed feedback from Board members.

Delegated action taken by the committee:
N/A

Date of next committee meeting:
17 October 2023

Tolley,Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
SHARED LISTENING AND LEARNING
PRESENTATION – DIGITAL INCLUSION

Agenda Item	3.1

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Rhidian Hurle, Executive Medical Director
Prepared By	Joanna Dundon , National Digital Lead – Public Engagement, DHCW
Presented By	Joanna Dundon , National Digital Lead – Public Engagement, DHCW Sara Woollatt, Partnership Development Coordinator, Digital Inclusion Alliance Wales

Purpose of the Report	For Discussion/Review
Recommendation	
The Board is being asked to: **DISCUSS** the Shared Listening and Learning Presentation	

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1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Expanding the content, availability and functionality of the Digital Health and Care Record

CORPORATE RISK (ref if appropriate)	N/A

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 20000
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Timely Care
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implications related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

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Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
DIAW	Digital Inclusion Alliance Wales		

2   SITUATION/BACKGROUND

2.1   Digital exclusion in Wales is higher than the rest of the UK.

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   The presentation will include an outline of what digital exclusion is, and who are most likely to be excluded. Information about Digital Inclusion Alliance Wales (DIAW) and the work they do, DHCW's work on digital inclusion and planned next steps.

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   7% of the population in Wales do not use the internet.

5   RECOMMENDATION

5.1   The Board is being asked to **DISCUSS** the Shared Listening and Learning Presentation

6.   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Rhidian Hurle, Executive Medical Director	02/07/23	Approved

Tolley,Laura
19/07/2023 14:18:24

What is digital exclusion?

Digitally excluded people are likely to be or have:

- Older adults
- People with disability or long-term health conditions
- Lower educational attainment
- Lower income individuals and families
- People in rural areas
- Welsh speaking people
- Not use English as their first language
- Socially isolated and lonely people
- Homeless people

Four pillars of Digital Inclusion

Access　　Skills　　Motivation　　Trust

Digital exclusion in Wales is higher than rest of UK

Digital inverse care law

7% of the population, or **180,000 people** do not use the internet

Heaviest users of health and social care services, so risk being left behind in the digital health revolution

(Digital inclusion in Wales (gov.wales) Digital Communities Wales website)

Tolley, Laura
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Digital inclusion quotations

"Digital inclusion is a huge issue here as the biggest users of NHS services are those most likely to be excluded e.g. older patients – processes need to be in place to ensure that patients can still access services/arrange appointments etc. manually so that we're not in a Universal Credit scenario where everything has to be online."

Patients and Public Assurance Group member

"But we do have people who live in deprivation, who don't have internet at home. It could be that they have no data to read a message or listen to the voicemail. Some families share a phone with their partner…"

Community Midwife, Bridgend

(Digital exclusion feedback - Digital Maternity Cymru)

Welsh Government Learning disability delivery and implementation plan 2022-26

Strategic Priority Area Actions 4.2 Digital inclusion and use of technology

- We will work with partners and stakeholders to review the appropriate use of technology and digital options to maximise engagement and build and improve connections for people with learning disabilities – From April 2023.
- We will explore ways to improved contact and linkages for people who struggle to get information or have their voices heard – Ongoing.

learning-disability-delivery-and-implementation-plan.pdf (gov.wales)

Digital Inclusion Alliance Wales (DIAW)

Digital Inclusion Alliance Wales (2023) From inclusion to resilience

https://www.digitalcommunities.gov.wales/blog/digital-inclusion-alliance-wales-releases-second-edition-of-from-inclusion-to-resilience/

Public, private, third, academic and policy sectors in Wales co-ordinate and promote digital inclusion activity across Wales under one national banner

DIAW Network open to all organisations working on digital inclusion in Wales

Focuses on increasing digital inclusion in Wales by working towards the 5 priority areas

Priority 1: Embedding digital inclusion across all sectors

Priority 2: Mainstreaming digital inclusion in health and social care

Priority 3: Addressing data poverty as a key issue

Priority 4: Prioritising essential digital skills for work and life in the economy

Priority 5: Implementing a new minimum digital living standard
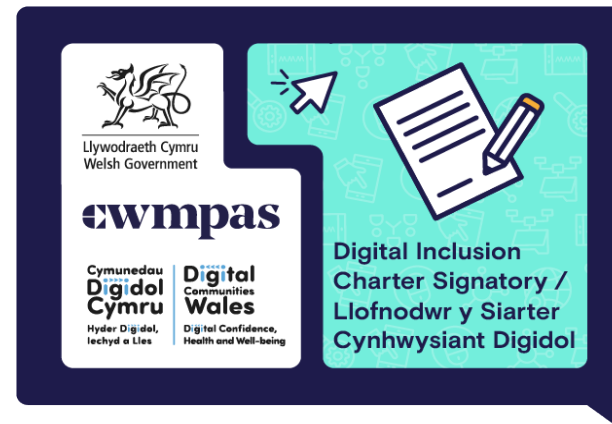
Digital Inclusion Alliance Wales
Cynghrair Cynhwysiant Digidol Cymru

Llywodraeth Cymru
Welsh Government

cwmpas

Cymunedau Digidol Cymru
Hyder Digidol, Iechyd a Lles

Digital Communities Wales
Digital Confidence, Health and Well-being

Digital Inclusion Charter Signatory /
Llofnodwr y Siarter Cynhwysiant Digidol

Digital Health and Care Wales

DHCW progress to date

Co-sponsored **Digital Inclusion Summit 2022**

Signed **Digital Inclusion Charter for Wales** in September 2022

Developing **Action plan** with Digital Communities Wales

Measuring organisation against the **six Digital Inclusion pledges** (next slides)

Digital Inclusion was a topic for the **virtual staff conference** in April 2023

Creation of **Digital inclusion surveys**

Digital Communities Wales training sessions with 880 Digital Champions to cascade using the NHS Wales App and good digital skills

Directors Strategic Session on Digital Inclusion April 2023

Executive Lead for Digital Inclusion – Helen Thomas, CEO to chair DHCW Digital Inclusion Working Group

Listening and learning session on digital inclusion scheduled in Public SHA Board Meeting July 2023

GIG CYMRU NHS WALES | Iechyd a Gofal Digidol Cymru Digital Health and Care Wales

The six Charter pledges

1

We ensure that all our staff and volunteers have an opportunity to develop basic digital skills, and that they take advantage of this opportunity.

Access to **digital tools** e.g. Microsoft 365

Develop basic and enhanced digital skills through digital platforms and internal and external training programmes

Develop and **deliver training on our digital health systems** for staff, patients and public

To undertake a **Digital Capability Framework online tool**

2

We ensure that digital inclusion principles are embedded into our day-to-day activities and we support the role digital tools have in managing health and wellbeing.

Align the Digital Inclusion plan to IMTP and Strategic Missions

Standardisation in systems (user centred design and accessibility audits)

Digital inclusion surveys - identify **'Digital Champions'**

DHCW Health & Wellbeing Network - digital resources e.g. virtual wellbeing room and wellbeing videos

The six pledges

3

We encourage and support our staff and volunteers to help other people to get online and have the confidence to develop basic digital skills, and help other organisations to embrace digital tools

Develop DHCW Digital Champions through Digital Communities Wales training to promote NHS Wales App to patients and the public

DCW sessions held 29th May and 13th July 2023

Community Projects Initiative

4

We commit support and resources for digital inclusion activities and initiatives in Wales in whatever ways we can, to ensure every citizen can engage digitally (if they choose).

Digital inclusion survey for patients and the public – first survey launched 15th June

Working with WIDI and other **academic partners**

STEM Ambassador programme to develop dedicated resource

Communications plan – update website, intranet and public facing information, and TENtalk

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The six pledges

5 We share best practice and activity around digital inclusion with the Digital Communities Wales – Digital Confidence, Health and Well-being programme so that our activities are co-ordinated for maximum impact and measured consistently.

DHCW Membership of groups representing patient and the public to share information and advice

DCW members of **Patients and Public Assurance Group** which meet monthly

Regular meetings with **DCW and DHCW** about digital champions and digital inclusion

6 We look to build local partnerships amongst organisations which want to share ideas and co-ordinate activities with others in their area

Establishing **partnerships with other health and care organisations and community groups** to support this agenda

Work with academia including WIDI to develop skills, share best practice and co-ordinate activities

Next steps

Establish **DHCW Digital Inclusion Internal Working Group** and **External Advisory Group**

Explore partnership opportunities with NHS and commercial organisations

Undertake mapping exercise/**benchmarking of best practice** in Wales and beyond

Evaluate **Digital inclusion survey for patients and the public**

Digital champions – community initiative

Finalise and roll out **Digital inclusion surveys for NHS Wales and third sector** organisations

Engage our networks (e.g. Directors of Digital, Independent Members Digital network)

Finalise action plan for approval by DHCW Board

Submit to **Digital Communities Wales for accreditation**

DIGITAL HEALTH AND CARE WALES
CHAIR AND VICE CHAIR REPORT

Agenda Item	4.1

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Chris Darling, Board Secretary
Prepared By	Chris Darling, Board Secretary
Presented By	Simon Jones, Chair and Ruth Glazzard, Vice Chair

Purpose of the Report	For Discussion/Review
Recommendation	
The Board is being asked to: **RECEIVE** and **DISCUSS** the report and **ENDORSE** the use of the Common Seal.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implications related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.

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RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
LINC	Laboratory Information Network Cymru	RISP	Radiology Informatics System Procurement
HEIW	Health Education and Improvement Wales	IMTP	Integrated Medium Term Plan
DG&S	Digital Governance and Safety	BCU	Betsi Cadwaladr University Health Board
HEIW	Health Education and Improvement Wales	IM	Independent Member

2.   SITUATION/BACKGROUND

2.1   At each Public Board meeting, the Chair, and Vice Chair, presents a report on key issues to be brought to the attention of the Board. This report provides an update on key areas and activities since the last Public Board meeting.

3.   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

Chair:

3.1   **DHCW NHS Chair Appraisal 2022/23 with the Minister for Health and Social Services**

On the 17 July I had my annual appraisal with the Minister for Health and Social Services looking back at my objectives for 2022/23 and considering the DHCW achievements and challenges faced. Topics covered in the discussion included:

- Sustainable funding model for digital investment in health and care in Wales
- Cyber security
- NHS Wales App
- The Executive team and Board development
- DHCW's financial position
- Risk management
- Artificial Intelligence (AI)

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3.2   NHS Wales Accountability Ministerial Advisory Group

On the 6 July the Minister for Health and Social Services announced that a task and finish Ministerial Advisory Group would be established which will reflect on the current governance structures within NHS Wales and provide observations of any strengths or weaknesses and comment on the accountability structures. Further information can be found in the statement: Written Statement: NHS Wales Accountability Ministerial Advisory Group (6 July 2023) | GOV.WALES

3.3   Artificial Intelligence (AI) Commission for Health and Social Care

In May a letter was received from the Chief Digital Officer for NHS Wales in Welsh Government to myself and the Chairs of HEIW and Public Health Wales to consider how we work collectively to consider how we jointly develop and lead a National Health and Social Care Artificial Intelligence (AI) and Automation Commission. The core purpose will be to lead and develop the curation of a safe, but enabling, environment within which the use of AI can flourish and support the modernisation of Health and Social Care in Wales. Since receiving this letter and request I have met with the HEIW and Public Health Chairs and discussed the request as have officer member of the respective organisations. I am pleased to say that we have agreed with the Chief Digital Officer that the Commission will sit within the NHS Executive, chaired by the Chief Digital Officer, with a Working Group to be established with DHCW representation.

3.4   Chair Peer Group – 6 June and 18 July 2023

I attended the All-Wales Chair Peer Group meeting on the 6 June which included an agenda item to consider the evaluation of the IM Digital Network, a positive discussion took place about the work of the Network to date, and agreement that the Network will continues to operate and build on the strong foundations established in its first eighteen months. I attended a further meeting of the Group on July 18th. We discussed the ongoing pressures on the health system in Wales, the role and importance of a range of partnerships in Wales and received a presentation on the Anti-Racist Wales Action Plan and Workforce Race Equality Standard for Wales.

3.5   Ministerial Meeting with Chairs 20 June 2023

The Chairs quarterly meeting with the Minister for Health and Social Services took place on the 20 June. The meeting focused on the current issues faced by the health and care system in Wales and the decisions choices and priorities for NHS Wales bodies to make to respond to the current challenges.

3.6   Board Briefing 8 June 2023

A Board Briefing session took place on the 8 June, with two highly informative briefings, firstly on the Digital Services for Patients and the Public Programme (DSPP), where an update on the current status of the NHS Wales App public beta role out. Following this a briefing on the

Eye Care Digitisation Programme was presented to the Board, following the transfer of the Programme from being hosted by Cardiff and Vale UHB to DHCW on the 1 June 2023. The briefing allowed Board members to learn more about the programme including the challenges faced and the reason and rationale for going into a pause and re-set mode.

3.7   Board Development Day 29 June and 13 July 2023

Since the last Public Board meeting, we have held two Board Development Days. Firstly, a full day on the 29 June where the draft DHCW Communications Strategy and approach was discussed, this was followed by the afternoon facilitated by Deloitte to consider the Boards role in overseeing and developing strategy. This development day was followed by a half day development session on the 13 July, again facilitated by Deloitte which built on the session on the 29 June and considered DHCW's approach to developing its long term strategy.

3.8   Extra-ordinary Board Meeting 22 June 2023

An extra-ordinary Board meeting was held on the 22 June to consider the Radiology Informatics System Procurement (RISP) contract award, which was approved by the Board.

3.9   Cyber Security Webinar 3 July 2023

On the 3 July DHCW hosted a webinar with an open invite to all NHS Wales Board members on the topic of raising awareness around cyber security. The session included guest speakers from the National Cyber Security Centre (NCSC) and the Chief Clinical Information Officer from the Health Service Executive in Ireland hearing about the impact of the cyber-attack on the Irish health and care system. I'd like to extend my thanks to those presenters from DHCW and Welsh Government and those involved in organising the event which included 117 delegates joining the session to hear the important messages about cyber security.

3.10   DHCW Committee Chairs Governance Review Meeting 26 June

On the 26 June the DHCW Committee Chairs met with the DHCW Chair and Corporate Governance colleagues to reflect and consider what is working well and what we can improve on, both from a committee perspective and the join up across our formal committees and the Board. The discussion covered areas including:
- Programme delivery
- Join up across Committees
- Duplication and joint working
- Chairs and Vice Chairs of Committees
- Committee membership and Committee attendance
- Strategy oversight and prioritization
- Portfolio management oversight

It was agreed a number of the areas highlighted above would be revisited once the outcome of the Programme Governance meeting with the Minister had taken place and next steps agreed, including implications for DHCW's governance arrangement and Committee

structure.

3.11   NHS Wales 75 year Celebration 4 and 5 June 2023

On the 4 June I was joined by Helen Thomas and other DHCW staff who attended the multi-faith church service to celebrate the 75th anniversary of the National Health Service in Wales, held at the Church of the Resurrection in Ely, Cardiff the eve of the day the NHS started on 5 July 1948. The event was attended by staff from all NHS bodies, volunteers and patients to represent the rich wealth of talent and diversity of all those working in the NHS in Wales.
On the 5 July DHCW were represented at the NHS Wales Confederation 75 year celebratory event held at the Senedd show casing the changes in digital over the past 75 years as well as the current major digital programmes in development.

3.12   All Wales IM Digital Network Meeting 10 July 2023

The All-Wales IM Digital Network met on the 10 July 2023, face to face in DHCW's Ty Glan-Yr-Afon offices, this meeting saw the change in Chair of the Network, from David Selway, DHCW Independent Member, to Maynard Davies, Hywel Dda UHB Independent Member.

3.13   Common Seal

The Board is asked to ratify the use of the common seal applied since the last Board meeting relating to:

- Deed between Citadel Health and DHCW relating the Laboratory Information Management System.

The deed was signed by the Chair and Deputy Chief Executive on the 14 June 2023.

Vice Chair:

3.14   MSc Digital Transformation for Health and Care Professions – Student Showcase Event 15 June 2023

On the 15 June MSc students including those from DHCW attended the student showcase event, which was attended by the DHCW Vice Chair, providing a great opportunity to hear first-hand from DHCW and NHS Wales and Social Care professionals taking about their MSc programme and dissertations recently undertaken in the area of digital transformation.

3.15   Vice Chair Peer Group Meeting 21 June 2023 and 19 July

The Vice Chair Peer Group met on the 21 June and included discussions on the Primary Care Workforce Plan from the national Primary Care Programme Leads and Deprivation of Liberty Safeguards (DOLS). On the 19 July the Peer Group spent time with Welsh Government Leads discussing the Strategic Programme for Mental Health.

3.16   DSPP Accelerator Day 13 June 2023

The Vice Chair attended the DSPP accelerator event on the 13 June which provided an opportunity for stakeholders to shape the future of critical patient-facing technologies such as the NHS Wales App. The event allowed for great insight and knowledge about upcoming digital solutions.

3.17 Ministerial Meeting with Vice Chairs 12 July 2023

The meeting on the 12 July with the Vice Chairs across NHS Wales and the Minister of Health and Social Services and Deputy Ministers, the agenda included a discussion on dental services and the system challenges facing NHS Wales.

4. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1 The outcome of the NHS Wales Ministerial Accountability Ministerial Group may have implications and considerations for the DHCW Board.

5. RECOMMENDATION

5.1 The SHA Board is being asked to RECEIVE and DISCUSS the report, and ENDORSE the use of the Common Seal used on the 14 June 2023.

6. APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Chair and Vice Chair	July 2023	Approved

Chairs Report   Page 7 of 7   Author: Chris Darling
Approver: Simon Jones
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DIGITAL HEALTH AND CARE WALES
CHIEF EXECUTIVE OFFICER REPORT

Agenda Item	4.2

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Helen Thomas, Chief Executive Officer
Prepared By	Chris Darling, Board Secretary
Presented By	Helen Thomas, Chief Executive Officer

Purpose of the Report	For Discussion/Review
Recommendation	
The Board is being asked to: **RECEIVE** and **DISCUSS** the report.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1 IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 27001
If more than one standard applies, please list below: BS 10008:2014	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implications related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.

RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
CEO	Chief Executive Officer	LINC	Laboratory Information Network Cymru
RISP	Radiology Informatics System Procurement		

2   SITUATION/BACKGROUND

2.1   This Chief Executive Officer report prepared and presented for the Board has been informed by updates provided by members of the Executive team and highlights a number of areas of focus for the Chief Executive.

2.2   The purpose of this report is to keep the Board up to date with key issues affecting the organisation, Digital Health and Care Wales (DHCW), since the last meeting.

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   **Health and Social Care and Public Administration and Public Accounts Committee Joint Review into DHCW Report Publication**

Board members will be aware that on 26 October 2022, DHCW representatives including myself, Simon Jones - Chair, Claire Osmundsen-Little – Executive Director of Finance, and Rhidian Hurle – Executive Medical Director attended the Senedd Health and Social Committee and Public Administration and Public Accounts Committee joint scrutiny session into Digital Health and Care Wales.

The inquiry provided an opportunity to demonstrate all of DHCW's achievements to date and highlight the importance of digital in health and care for the people of Wales, now and in the future.

On 5 July 2023, the Senedd's Health and Social Care Committee and Public Accounts and Public Administration Committee published their report.

CEO Report   Page 3 of 6   Author: Chris Darling
Approver: Helen Thomas
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It includes assessments of DHCW's development as an organisation and highlights both progress and challenges to date, with 16 recommendations for Welsh Government and DHCW.

As the committee recognises, DHCW is still a new organisation and we are pleased the report highlights areas of progress around our structure and some of our systems and processes whilst recognising that we face a number of significant challenges.

3.2   Staff Briefing

Our latest staff briefing was held on 21 June 2023 and saw 502 DHCW staff joining to hear our latest organisational updates. I was joined by Claire Osmundsen-Little, Executive Director of Finance who shared an update on our financial performance and the financial outlook. Sarah-Jane Taylor, Director of People and OD also joined the briefing sharing updates on the Equality, Diversity & Inclusion Network, DHCW Workforce Planning and Skills analysis and our Community Projects initiative. My thanks to all those who joined in the session.

3.3   Health Board / Special Health Authority Engagement Sessions

The DHCW Executive Team have held three strategic sessions since the last Board meeting.

- Hywel Dda University Health Board
- Betsi Cadwaladr University Health Board
- Public Health Wales

All sessions were attended by members from the Health Boards, Special Health Authorities and DHCW Executive and Senior Leadership teams. The sessions provided several positive outcomes, with sharing and input around digital focus within IMTPs, and opportunities for collaborative working with data and information and patient centered approach. In support of effective and collaborative working, we also agreed a few outcomes such as a series of follow up workshops with Hywel Dda to support their digital transformation, further one-to-one discussions to support Betsi Cadwaladr University Health Board's digital plans and embedding of a new team and mapping the public health journey with Public Health Wales.

As ever, we look forward to continuing to work closely together with our NHS Partners over the coming months.

3.4   Chief Executive Management Team

The NHS Wales Chief Executive Management Team meetings were held on 23 May 2023 and 20 June 2023 where we heard views from Executive Directors of Nursing on the Nurse Safety Act, received updates on the LINC and RISP Programmes and Digital Diagnostics Portfolio and discussed Education, Training and Workforce plans.

3.5 NHS Leadership Board

The NHS Leadership Board have also met twice since the last Board meeting where topics discussed included the Medical Examiner Service, delivering Community Based Care, a review of National Commissioning Functions, a learning Healthcare System Approach to Quality and Safety along with routine performance overviews and financial updates.

3.6 COVID Inquiry Update

On 17 May 2023, I received a notice from the COVID-19 Inquiry Team Solicitors writing on behalf of the Inquiry, specifically Module 2B which is looking at the Welsh Governments' core political and administrative decision making in relation to the Covid-19 pandemic. The notice contained a request for a statement under Rule 9 of the Inquiry Rules 2006. DHCW drafted a statement in conjunction with other subject matter experts, this was reviewed by DHCW solicitors and was submitted to the Inquiry's solicitors on 28 June 2023.

We anticipate being asked for further detailed information as part of Module 3 which focuses on activities/decisions undertaken by NHS organisations, and I will keep the Board informed on this work.

3.7 Welsh Government Joint Executive Team Meeting (JET)

A meeting with the Joint Executive Team in Welsh Government took place on 23 June 2023. The discussions covered the topics set out below:

- Progress over the last six months of 2022-23
- DHCW Governance
- Performance, risks and challenges
- Progress of core National Programmes
- Ongoing work supporting the delivery of Ministerial priorities
- Financial Plans for 2023-24

The DHCW Executive Team in attendance shared the achievements of 2022-23, gave an overview of the current position including our key projects and programmes, the key challenges and risks for the organisation and provided a forward look with regard to the organisations financial plans for 2023-24. The feedback from the meeting was positive.

3.8 Royal College of Nursing Nurse of the Year Awards

On the 29 June 2023 I attended the Royal College of Nurse of the Year Award, it was an enjoyable evening celebrating the nursing profession across NHS Wales.

3.9 Health and Social Care Committee Session – Gynecological Cancer

On 29 June 2023 I attended the Health and Social Care Committee Session to support the Committees inquiry into Gynecological Cancer. The Committee discussed in detail the

following areas:

- Data collection
- Access to cancer data
- Cancer Network Informatics System
- Audits & studies
- Looking ahead
- Leadership

3.10 **All Wales Change Ambassador Graduation**

I had the pleasure of attending the first All Wales Change Ambassador Graduation Ceremony on 5 July 2023, which was held at the Swalec Stadium in Cardiff. I was proud to talk about the importance of the programme in supporting transformation in Wales and how the Change Ambassador course has been cited as an exemplar in behavioural change for its tailored approach to learning and development in this space. Most importantly, it was a fantastic day of celebrations, and I would like to congratulate all graduates of the programme.

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   In relation to the COVID-19 Inquiry, DHCW have instructed NWSSP Legal and Risk Services to represent DHCW, in addition we have also instructed external counsel.

5   RECOMMENDATION

5.1   The Board are being asked to **RECEIVE** and **DISCUSS** the report.

6   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Helen Thomas, Chief Executive Officer	July 2023	Approved

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Tolley,Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
STRATEGIC PROCUREMENT REPORT

Agenda Item	5.1

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Ifan Evans, Executive Director of Strategy
Prepared By	Matthew Perrott, Deputy Head of Commercial Services
Presented By	Michelle Sell, Director of Planning & Performance / Chief Commercial Officer

Purpose of the Report	For Approval
Recommendation	
The Board is being asked to **APPROVE** one (1) Contract Award.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1. IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Delivering High Quality Digital Services

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 9001
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Safe Care
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT		Date of submission: N/A
No, (detail included below as to reasoning)		Outcome: N/A
Statement: Not applicable.		

Workforce EQIA page

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	Yes, please see detail below
	To the extent set out in the Terms and Conditions of each contract included in this report
FINANCIAL IMPLICATION/IMPACT	Yes, please see detail below
	To the extent as set out in the payment profile attributable to each agreement. Expenditure against the agreement will be managed in accordance with the contract management process.
WORKFORCE IMPLICATION/IMPACT	Yes, please see detail below
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there is no specific research and innovation implications relating to the activity outlined within this report

Author: Matthew Perrott
Approver: Ifan Evans

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Acronyms	
BCUHB	Betsi Cadwaladr University Health Board
DHCW	Digital Health and Care Wales
NPS	National Procurement Service, part of Welsh Government
PCR2015	Public Contract Regulations 2015
SFI	Standing Financial Instructions
SHA	Special Health Authority
SO	Standing Orders
VAT	Value Added Tax
WG	Welsh Government

2. SITUATION/BACKGROUND

2.1 The Commercial Services Team, within the Strategy Directorate, in Digital Health and Care Wales ("DHCW") manage a range of contracts supporting both National services and the internal requirements of the organisation itself. The procurement of these contracts is also led by the Team, which includes several, specialist, procurement staff from the NHS Wales Shared Services Procurement Service.

2.2 In accordance with the scheme of delegation in DHCW's Standing Financial Instructions, Contracts to be awarded with a total contract value which exceeds £750,000 (excl. VAT) will be presented for the Board's approval. In addition, the Board will also be required to approve any contracts which are to be extended either outside their initial term and/or in excess of the executed contract value.

3. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

Appendix 1 sets out one (1) Contract Award Approval for the consideration of the Board.

(i) P843 NetBackup and BackupExec

Contractor: Computacenter (UK) Ltd

Term: 31st July 2023 – 30th July 2026 with no extension options

Value: £1,122,900.24 excluding VAT

Approval Requested: Contract Award

Context/Background

NetBackup and BackupExec are software products which have been used by DHCW since circa 2010 to provide backup and restore functionalities for server infrastructure, both physical and virtual across both data centres. Whilst resilience is in place for the majority of systems between both data centres, the software provides a vital function should data or systems need to be recovered in the event of unforeseen incidents. The software also provides the Authority with a level of immutability in the event of a cyber security breach as data is stored offline.

The scope of this agreement is for the provision of NetBackup and BackupExec software via a subscription model to provide backup and restore functionalities, ongoing 24x7x365 maintenance and support, technical consultancy professional services, enhanced reporting abilities and continuity of service between the existing contract and new contract. The agreement also allows for additional cloud products and on-premises services to be called-off should funding become available.

This procurement was undertaken via a further competition utilising the NPS Framework Agreement for IT Products and Services, Lot 3 for Licensing and Subscriptions (NPS-ICT-0094 – 19).

4.   KEY RISKS/MATTERS FOR ESCALATION TO BOARD

P843 NetBackup and BackupExec – Contract Award in respect of which:

a.   The procurement has been undertaken in accordance with the requirements of Standing Financial Instructions, including Public Contract Regulations 2015, as assured by the Director of Planning & Performance / Chief Commercial Officer; and

b.   DHCW's evaluation team comprising key subject matter experts have approved the procurement strategy and approach, including the selection and evaluation processes and the award outcome, as assured by the Executive Director of Operations.

c.   Funding for the agreement comes directly from established budgets within Digital Health and Care Wales as assured by the Executive Director of Finance.

d.   DHCW's intention to enter into this Agreement has not been notified to Welsh Government on the basis that it is not required to do so where an existing Framework has been utilised for the Call Off and that Framework has been approved/established by Welsh Government.

5.   RECOMMENDATION

5.1   The Board is being asked to **APPROVE** the Contract Award as detailed in Appendix 1.

6.   APPROVAL / SCRUITNY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Michelle Sell – Director of Planning & Performance / Chief Commercial Officer	12/07/23	Approved
Ifan Evans – Executive Director of Strategy	13/07/23	Approved

Person/Committee/Group who have received or considered this paper prior to this meeting

Author: Matthew Perrott
Approver: Ifan Evans

APPENDIX 1: Key Procurement Documents for Approval

    i.   P843 NetBackup and BackupExec

Tolley,Laura
19/07/2023 14:18:24

Author: Matthew Perrott
Approver: Ifan Evans

COMMITMENT OF EXPENDITURE EXCEEDING
CHIEF EXECUTIVE'S LIMIT / BUSINESS JUSTIFICATION

Scheme Title	NetBackup and BackupExec
Total Contract Value	£1,122,900.24 excluding VAT
Supplier	Computacenter (UK) Ltd
Contract Awarded for Use by	Digital Health and Care Wales
Terms and Conditions	National Procurement Service ("NPS") Framework for IT Products and Services, Lot 3 for Licensing and Subscriptions (NPS-ICT-0094-19)
Date Prepared	28th June 2023
Prepared By	Elisha Arnold, Senior Category Officer
Scheme Sponsor	Sam Lloyd, Executive Director of Operations

All proposals must be consistent with the strategic and operational plans of Digital Health and Care Wales ("DHCW").

1. DESCRIPTION OF GOODS / SERVICES / WORKS

The Authority have utilised NetBackup and BackupExec since circa 2010. The software provides backup and restore functionalities for server infrastructure, both physical and virtual across both data centres. Whilst resilience is in place for the majority of systems between both data centres, the software provides a vital function should data or systems need to be recovered in the event of unforeseen incidents. The software also provides the Authority with a level of immutability in the event of a cyber security breach as data is stored offline.

Historically, the Authority has purchased NetBackup and BackupExec software via a perpetual-based model, however Veritas, the Original Equipment Manufacturer ("**OEM**"), no longer provide this type of model and now only offer subscription-based models. The benefits attributable to the subscription-based model are included in Section 4 below.

The scope of this agreement is for the provision of NetBackup and BackupExec software via a subscription model to provide backup and restore functionalities, ongoing 24x7x365 maintenance and support, technical consultancy professional services, enhanced reporting abilities and continuity of service between the existing contract and new contract.

The agreement also allows for additional associated Veritas products for cloud and on-premises services, such as NetBackup IT Analytics Complete, to be drawn down upon should funding become available.

A formal contract management process will be implemented to ensure that the contract/s delivers the intended deliverables and benefits during the term of the agreement.

The term of the agreement is for three (3) years and the anticipated maximum contract value is £1,122,900.24 excluding VAT.

1.1 Nature of contract: Please indicate with a (x) in the relevant box	First time	☐	Contract Extension	☐	Contract Renewal	☒

1.2 Period of contract including extension options:

Expected Start Date of Contract	31st July 2023
Expected End Date of Contract	30th July 2026
Contract Extension Options (E.g., maximum term in months)	There are no options to extend the contract beyond its original term.

2. STRATEGIC FIT

2.1 VISION AND OUR STRATEGIC PILLARS
This scheme should relate to at least one of the SHA's four strategic goals. Please mark with a (x) in the box the relevant pillars for this scheme.

Vision: Delivering information and technology for better care. We will deliver to the people of Wales first-class digital health and care services which will enable more effective, efficient, safer decision-making by providing access to content-rich, person-focused health and care data and information.

Goal 1: Mobilise digital transformation by building on our foundations of data protection, infrastructure and information availability and flow - opening up our architecture to enable faster, consistent sharing of data with partners and suppliers	☒
Goal 2: Support the modernisation of clinical specialties and healthcare processes through delivering dedicated high-quality digital services	☐
Goal 3: Empower staff and patients by combining data from many systems to form a comprehensive digital health and care record accessible anywhere, when needed, via easy to navigate digital entry points	☐
Goal 4: Enable users to derive value from data collected from national and local systems through Big Data Analysis	☐

2.2 INTEGRATED MEDIUM-TERM PLAN

Is this scheme included in the SHA's Integrated Medium Term Plan?	**Yes**	**No**
	☒	☐

If not, please explain the reason for this in the space provided.

2.3 SHAPING OUR FUTURE WELLBEING OBJECTIVES

This scheme should relate to at least one of the SHA's wellbeing objectives. Please mark with a (x) in the box the relevant objectives for this scheme.	
Reduce health inequalities, make it easier to access the best possible healthcare when it is needed and help prevent ill health by collaborating with the people of Wales in novel ways.	☒
Improve the health and well-being of families across Wales by striving to care for the needs of the whole person.	☐
Create new, highly skilled jobs and attract investment by increasing our focus on research, innovation and new models of delivery.	☐
Deliver bold solutions to the environmental challenges posed by our activities.	☐
Bring communities and generations together through involvement in the planning and delivery of our services.	☐
Demonstrate respect for the diverse cultural heritage of modern Wales.	☐
Strengthen the international reputation of the SHA as a centre of excellence for teaching, research and technical innovations whilst also making a lasting contribution to global well-being.	☒

2.4 FIVE WAYS OF WORKING (SUSTAINABLE DEVELOPMENT PRINCIPLES) CONSIDERED
Please mark with a (x) in the box the relevant principles for this scheme.
Click **here** for more information

Prevention	☒	Long Term	☒	Integration	☒	Collaboration	☐	Involvement	☒

3. PROCUREMENT ROUTE

3.1 How is the contract being procured? Please mark with a (x) as relevant.

Competition		**Single source**	
Three (3) Quotes	☐	Single Quotation Action	☐
Formal Tender Exercise	☐	Single Tender Action	☐
Mini Competition	☒	Direct call off Framework	☐
Find a Tender (replaces OJEU, Public Contract Regulations 2015 still apply)	☐	All Wales contract	☐

3.2 Please outline the procurement procedure.

In order to secure an appropriate Supplier for this procurement, a mini competition was undertaken via the NPS Framework for IT Products and Services, Lot 3 for Licensing and Subscriptions (NPS-ICT-0094-19).

Welsh Government ("**WG**") approval was not required in this instance as per WG's addendum to the Standing Financial Instructions ("**SFI's**") dated 7th November 2022, in which no further approval is required to award contracts utilising Welsh Publish Sector Framework Agreements such as NPS, to undertake mini competitions or direct awards, regardless of value.

3.3 What has been the approximate timeline for procurement?

Activity	Date
Publication of the 'Invitation to Tender'	25th May 2023
Clarification Period Starts	25th May 2023
Clarification Period Ends	2nd June 2023
The Authority's Deadline for the Publication of Responses to Tender Clarification Questions	6th June 2023
Deadline for Submission of a Tender to the Authority	9th June 2023
Evaluation Period	12th June 2023 – 22nd June 2023
SHA Board Approval	27th July 2023
Contract Award and Notification to Suppliers	28th July 2023
Contract Commencement Date	31st July 2023

4. BENEFITS (Quantifiable / Non-Quantifiable)

4.1 Outline benefits of preferred option

The provision of NetBackup and BackupExec will bring a number of benefits as detailed below:

- Provides the Authority with backup and restore functionalities for server infrastructure, both physical and virtual across both data centres.

- Provides the Authority with the ability to recover data and systems due to unforeseen events such as a cyber security breach.

- Provides the Authority with 24x7x365 maintenance and support from Veritas, the OEM of the products.

- Provides the Authority with technical consultancy professional services relating to the Veritas estate.

- Provides the Authority with new features to optimise performance such as enhanced reporting which allows reports to be generated on services as opposed to servers, personalised technical advice, critical case management, upgrade assistance and access to hands-on labs.

- Provides the Authority with the option to draw down on NetBackup IT Analytics Complete and additional associated Veritas products for cloud and on-premises services.

5. RISKS & MITIGATION

5.1 Please state risks of not proceeding with the scheme	5.2 Please state any mitigation to reduce the risk if the scheme is not approved
The Authority would not have sufficient resources to backup and restore data and services, which would pose as an increased security risk in the event of any unforeseen events such as a cyber security breach.	Should the scheme not be approved, the Authority would need to explore alternative technologies that provide backup capabilities. This would be accompanied by additional costs, resources and time such as replacing existing hardware, in which the Authority have recently invested in new, and staff training, as existing skillsets of employees are built around NetBackup and BackupExec. In addition, extensive planning would be required to ensure security is maintained during the transition.

6. FINANCIAL ANALYSIS

Maximum expected whole life cost relating to the award of contract	Excluding VAT £1,122,900.24	Including VAT £1,347,480.29
The nature of spend	Capital ☐	Revenue ☒

How is the scheme to be funded? Please mark with a (x) as relevant.	
Existing budgets	☒
Additional Welsh Government funding	☐
Other	☐

EXPENDITURE CATEGORY	Year 1 (exc. VAT)	Year 2 (exc. VAT)	Year 3 (exc. VAT)	Options (exc. VAT)	Total (exc. VAT)	Total (inc. VAT)
Revenue	£291,805.00	£291,805.00	£291,805.00	£247,485.24	£1,122,900.24	£1,347,480.29
Overall Total	£291,805.00	£291,805.00	£291,805.00	£247,485.24	£1,122,900.24	£1,347,480.29

Tolley,Laura
19/07/2023 14:18:24

7. DECLARATION OF COMPLIANCE

7.1 Procurement Approval	
The Head of Commercial Services / Delegated Authority has approved the procurement route and confirms that policies and procedures have been followed.	
Head of Commercial Services:	Julie Francis
Signature:	X _____ Julie Francis Head of Commercial Services
Date:	

7.1 Director Approval	
The Lead Director, by providing email confirmation, to seek Board approval is making a declaration that all procurement rules, standing orders and standing financial instructions have been complied with. DHCW's Commercial Services Team retain this confirmation electronically in the tender file.	
Lead Director Name:	Sam Lloyd
Signature:	X _____ Sam Lloyd Executive Director of Operations
Directorate:	Operational

Executive Director of Finance Approval	
The Director of Finance, by providing email confirmation, to seek Board approval is making a declaration that all budgetary and financial matters in respect of this decision have been considered and complied with.	
Lead Director Name:	Claire Osmundsen-Little
Signature:	X _____ Claire Osmundsen-Little Executive Director of Finance & Business Assura…
Directorate:	Finance and Business Assurance

8. APPROVALS AND ASSURANCE RECEIVED

List and include date of approvals and assurance received in support of this scheme.

	Date of Meeting	Outcome
Evaluation Team	12/06/2023	Approved
DHCW Management Board	13/07/2023	

9. CONFIRMATION OF DHCW BOARD APPROVAL

Where approval by the Board is granted, signature by the Chair of the Board of this document is required as the formal record of such approval and is to be witnessed by at least one (1) Independent Member.

The Digital Health and Care Wales Board has approved the award of this agreement for the durations and values (including extensions and options) as set out in this paper at its meeting of 26th January 2023.	
Chair of DHCW Board:	
Signature:	X _____ Chair of DHCW Board

Independent Member:	
Signature:	X _____ Independent Member

Chief Executive Officer:	Helen Thomas
Signature:	X _____ Helen Thomas Chief Executive Officer

DIGITAL HEALTH AND CARE WALES
PRODUCT MANAGEMENT APPROACH UPDATE

Agenda Item	5.2

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Sam Lloyd, Executive Director of Operations
Prepared By	Sam Lloyd, Executive Director of Operations
Presented By	Sam Lloyd, Executive Director of Operations

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: **NOTE** the product management update	

1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Development of the new Digital Organisation

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	N/A
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	Yes, please see detail below
	The transition to a product centric operating model is dependent on technical and organisational changes that will require investment to deliver. The scale of the required investment is to be confirmed, the emerging plan includes the quantification of this.
WORKFORCE IMPLICATION/IMPACT	Yes, please see detail below
	The transition to a product centric operating model will have workforce impacts as it will require organisational change. The extent of this will be determined as part of the development of the plan.

SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
WPAS	Welsh Patient Administrative Services	WLIMS	Welsh Laboratory Information Service
WRIS	Welsh Radiology Information System	WCP	Welsh Clinical Portal
DORA	DevOps Research and Assessment	CSP	Cloud Service Provider
TCO	Total Cost of Ownership		

2   SITUATION/BACKGROUND

2.1   DHCW has identified a requirement to move to a product centric operating model in order to deliver the following benefits:
- Establish persistent revenue streams for the delivery of new products and the continuous improvement of existing
- Reduce the time taken to deliver new value-adding functionality to customers
- Ensure that organisational resources are focused appropriately
- Promote the establishment of an open architecture
- Futureproof our workforce

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   The product centric operating model proposes changes in a number of key areas:

- Value definition and measurement
- Software development methodology
- Technical architecture
- Workforce and organisational structure

Tolley Laura
19/07/2023 14:18:24

3.2 The presentation included at item 5.2i highlights the senior leadership structural changes underway within the Operations directorate, which will lay the foundations for the transition to a product-centric approach, and sets out the next steps in this process.

4 KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1 The proposed change in operating model poses risks in the following areas:

- **Resources** – this is a complex time-consuming change that will require organisational resources to deliver, which, in the process will be diverted from other activity, with the potential to impact other delivery activity.
- **Investment** – the transition will require investment in change activity, training and technology architecture to deliver, funding for which will be challenging to secure in the current financial climate.
- **Funding model –** the product centric operating model is predicated on the transition from time limited capital programme investment to sustained revenue streams to support the development and continuous improvement of products. This will need to be negotiated and agreed with external stakeholders including Welsh Government and the Health Boards.
- **Disruption** – change on this scale is potentially disruptive and will require sensitive handling.

5 RECOMMENDATION

5.1 The Board is asked to **NOTE** the proposed product management approach

6 APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Management Board	16/03/23	Approved

Tolley,Laura
19/07/2023 14:18:24

Product-Centric Operating Model

DHCW SHA Board Update

27th July 2023

Sam Lloyd

Agenda

1.Operations Directorate Structure

2.Discovery Activities

Operations Directorate Current Structure
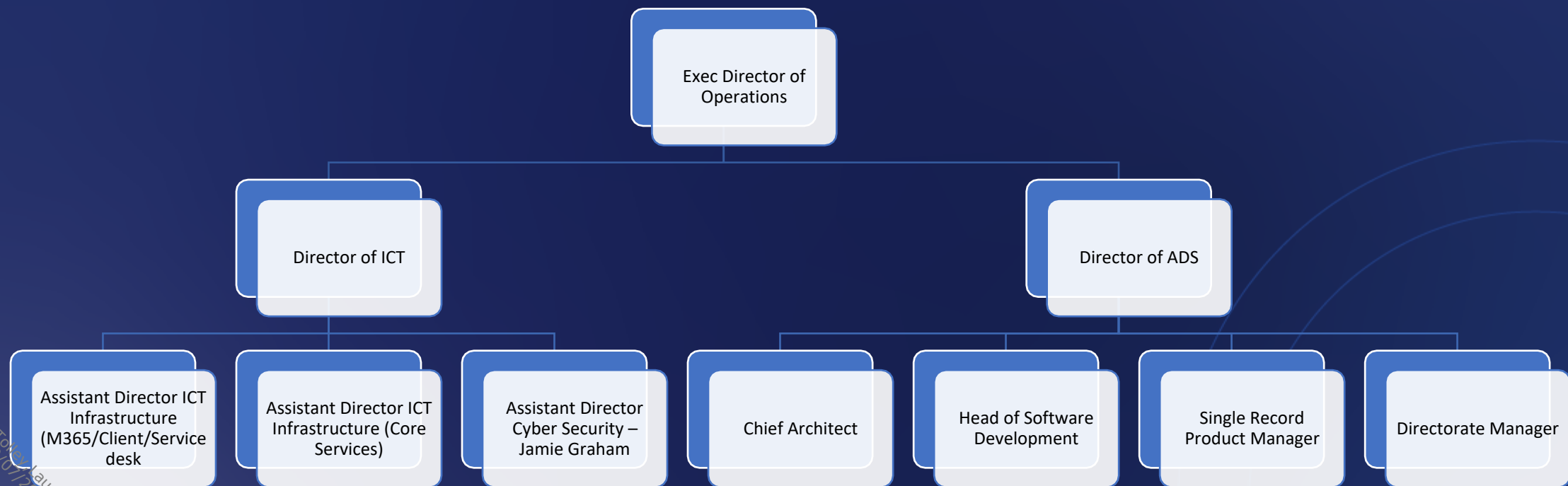
Operations Directorate Target Structure
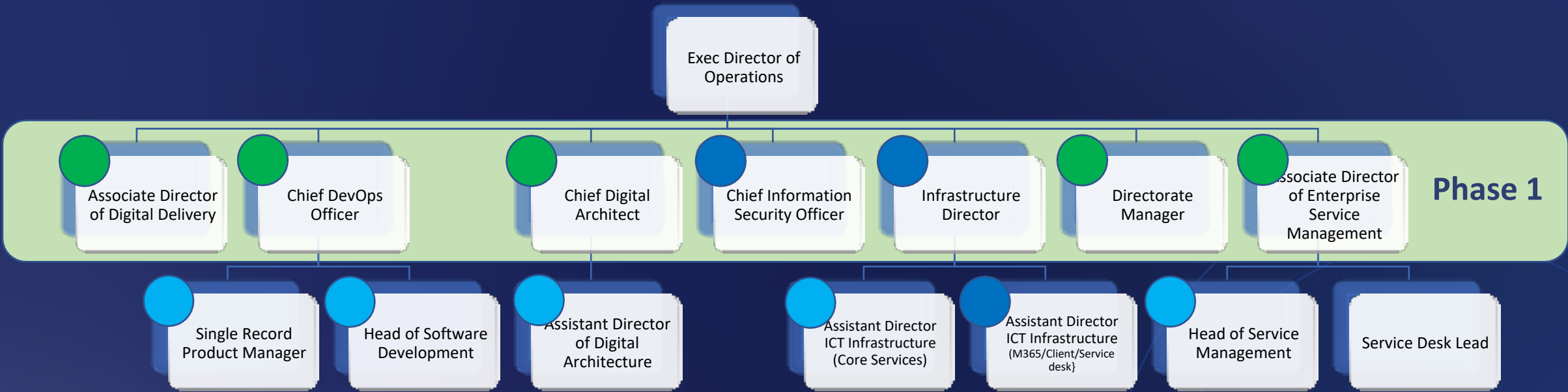
Roles & Responsibilities

Exec Director of Operations

Associate Director of Digital Delivery	Chief DevOps Officer	Chief Digital Architect	Chief Information Security Officer	Infrastructure Director	Directorate Manager	Associate Director of Enterprise Service Management

Associate Director of Digital Delivery
- **Providing** strategic leadership for the definition, prioritisation, assurance, and reporting of the digital portfolio.
- **Managing** demand, resource and capacity requirements for digital delivery, ensuring an appropriate balance between operational and strategic activities.
- **Leading** the community of delivery professionals in Operations, driving alignment with user-centred service design, product, and agile delivery practices

Chief DevOps Officer
- **Leading** the execution of the DHCW product strategy
- **Optimising** software engineering capability and performance
- **Driving** the automation of continuous integration, delivery, deployment and testing pipelines, at scale
- **Defining, delivering, measuring and continually improving** software product value streams

Chief Digital Architect
- **Aligning** technology with the strategic direction of the Enterprise.
- **Driving** the development and adoption of open architecture frameworks and principles to accelerate product delivery
- **Developing** architecture management frameworks, models & blueprints across all operational domains.
- **Championing** a collaborative and community lead approach to architecture

Chief Information Security Officer
- **Providing** system leadership on cyber security to NHS Wales, working with the DHCW Board, Welsh Government and the Health Boards to reduce risk and improve security posture
- **Defining**, **developing** & **maintaining** a business-aligned Information and Cyber Security strategy and operating model.
- **Defining** & **embedding** an Information Security Policy Framework across DHCW that addresses the needs of the entire organisation and the wider system.

Infrastructure Director
- **Leading** DHCW's technology transformation and adoption of cloud-native platform architectures
- **Developing** a single cohesive strategy for the delivery of cloud and data centre services across DHCW.
- **Leading** adoption of the modern digital tools and capabilities across NHS Wales via the M365 Centre of Excellence
- **Managing** & maintaining IT infrastructure for business-critical applications

Directorate Manager
- **Delivery** of Financial Balance.
- Recruitment & Retention strategy.
- Compliance of KPI'S.
- **Oversight** and Management of Directorate Risk Profile.
- **Development** of Workforce Plans.
- **Oversight** and **management** of Quality Regulatory and Standards Compliance.
- **Oversight & Management** of Directorate procurement and contracts
- **Formation** and delivery of IMTP.

Associate Director of Enterprise Service Management
- **Driving** the provision of excellent operational service to DHCW staff, customers and stakeholders
- **Leading** the DHCW Service Management practice, supporting the product-centric operating model and DevOps practice
- **Driving** the adoption of integrated service management tooling, workflows and processes, with a focus on efficiency and automation
- **Improving** enterprise service delivery quality while integrating and improving the successful implementation of changes across DHCW.

Tolley, Lauren
19/09/2023 17:18:24

Product Operating Model

Product Group 1	Product Group 2	Product Group 3	Product Group 4	Product Group 5
Product	Product	Product	Product	Product
Product	Product	Product	Product	Product
Product	Product	Product	Product	Product
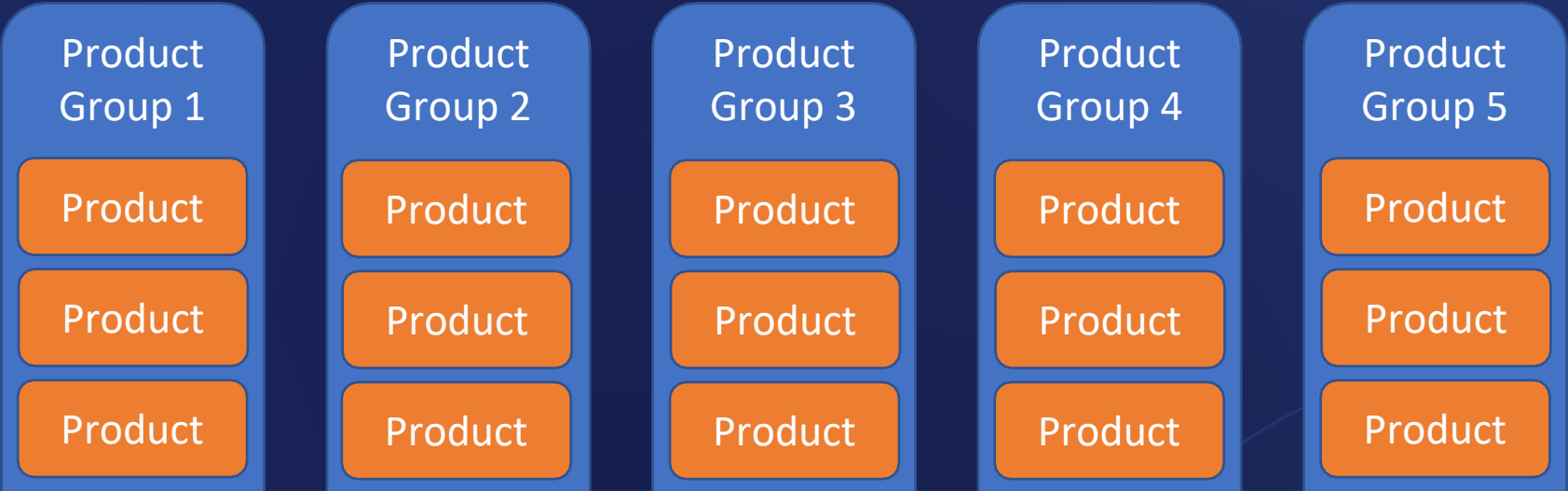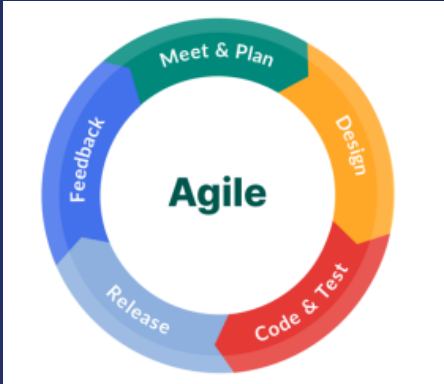
Practice 1: Enterprise Architecture

Practice 2: DevOps

Practice 3: ITSM

Practice 4: Portfolio Management

Practice 5: Etc

Tolley, Laura
19/07/2023 14:18:24

Consultation Timeline

Action	Timing
Commence formal consultation - circulate formal consultation document and seek views from directorate team on proposals	w/c 10th July 2023
Drop in sessions for individual or teams- date to be arranged with manager, POD Team and Trade Union	During consultation period w/c 13th July - 30th July
Formal consultation closes	30th July 2023
Issue Final document incorporating agreed changes and next steps	4th August 2023
Formally confirm outcome 1:1 basis with staff to discuss options	4th August 2023
New roles advertised	w/c 7th August 2023
Shortlisting for new roles	w/c 21st August 2023
Interviews for new roles	w/c 28th August 2023

Three year view
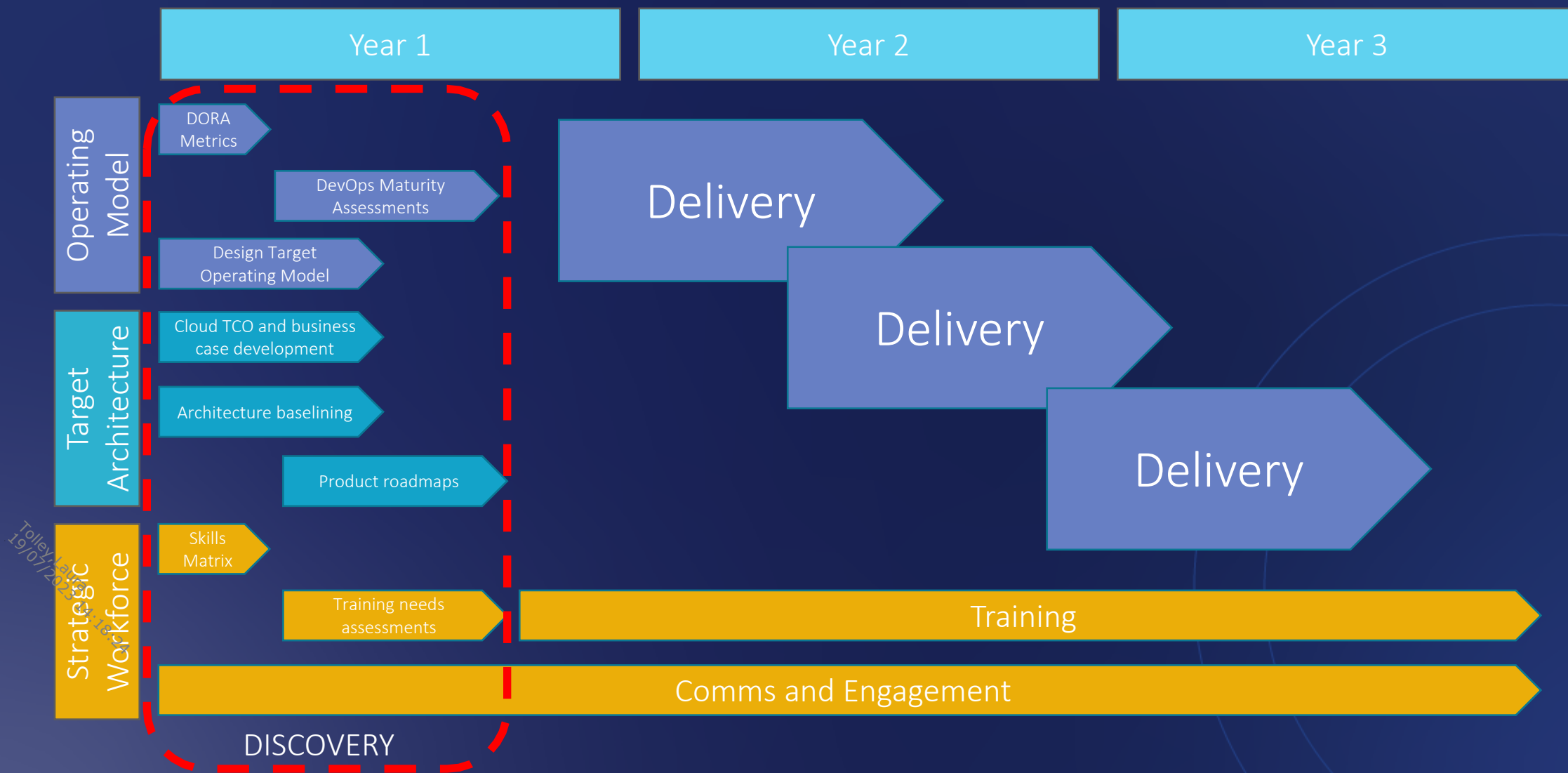
Discovery Work Packages

Product Op Model Design
Understand the maturity of the current model against industry standards and identify gaps in capability and recommended investment.
Review existing strategies and operating model designs, and determine the capabilities required to achieve them
Identify a digital product-centric operating model for DHCW with sourcing
Define products and product groups, organised by value stream
Define supporting practices (ITSM, Architecture, DevOps etc)
Review service management and delivery structures and create a design to align to product operating model
Define milestone plan and transitionary steps required for achievement of the target state.
Develop the high-level business case and roadmap to underpin delivery .

DevOps Maturity Assessment
A high-level maturity assessment across 10 of DHCW's product /applications areas and 5 Platforms.
A deep dive and detailed review of 3 specified areas (WPAS, Single Record, Integration), covering cloud technical readiness, cultural readiness and DevSecOps processes
An assessment of the scale of opportunity for improvement in each area and an outline proposal for the targeted implementation of the same
Recommendations to address readiness and maturity gaps
Opportunity identified and targets for next phase: • Cost reduction   • Speed   • Quality
Implementation Plan

Discovery Work Packages

WPAS Cloud Readiness Assessment
Review and assess current application design and architecture for WPAS
Create architectural blueprints (low effort and best practice) for cloud options in collaboration with WPAS team
Compare options and design roadmap for migration of WPAS to cloud solution
Assess current use cases, user journeys and non-functional requirements
Assess team structure and capabilities in development/Cloud/FinOps/DevSecOps
For each blueprint provide: • Technical and process change activities • Delivery plan for activities and dependencies • Estimate costs and timelines

Cloud Cost Diagnostic
Review TCO Assessments from CSPs
Work with teams to understand real-terms growth and change parameters
Identify relevant cost/saving factors
Provide refined estimate of TCO levels
Model cost outcomes based on: • Architectural changes • Technology choices • Commercial options
Comparison across providers, commercial options and migration approaches
Identify cost saving opportunities and recommendations to take into migration to ensure they are realised

Software delivery performance (DORA)

	Lead Time	Deploy frequency	Time to restore	Change fail rate	Performance score
Choose Pharmacy	1-6m	1-6m	1d	16-30%	38
Hospital Pharmacy Services	1-6m	1-6m	1d	0-15%	38
Corporate Applications	1-6m	1-6m	1h	0-15%	57
WCP	1w-1m	1-6m	1h	0-15%	66
Welsh PAS	1-6m	1-6m	1d	0-15%	47
WLIMS	1-6m	1-6m	1h	16-30%	47
WRIS	>6m	>6m	1h	0-15%	38
WPR	1-6m	>6m	1d	0-15%	38

DIGITAL HEALTH AND CARE WALES
SHARED LISTENING AND LEARNING ANNUAL REVIEW REPORT

Agenda Item	5.3

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Rhidian Hurle, Executive Medical Director
Prepared By	Rhidian Hurle, Executive Medical Director
Presented By	Chris Darling, Board Secretary

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to **NOTE** the contents of the report and **APPROVE** the arrangements outlined in 3.6 of the report.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 20000
If more than one standard applies, please list below: The shared listening and learning approach focuses on improving quality through ongoing listening and learning.	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below: Effective Care Safe Care Timely Care Dignified Care Staff and Resources	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

Workforce EQIA page

IMPACT ASSESSMENT		
QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below	
	The inclusion of shared listening and learning at the start of each Board ensures the DHCW Board considers Quality and Safety as they relate to all learning (patient, staff/clinician, citizen) stories told.	
LEGAL IMPLICATIONS/IMPACT	Yes, please see detail below	
	No stories will be told without the consent of those individuals who agree to tell their stories for wider learning.	
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report	
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.	

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SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there is no specific research and innovation implications relating to the activity outlined within this report

ACRONYMS			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
ETR	Electronic Test Requesting	DSPP	Digital Services Patients and Public

2 SITUATION/BACKGROUND

2.1 DHCW Board have an agreed approach to shared listening and learning all *(except for the last Board meeting of the financial year, due to end of year reporting)* Board meetings begin with a story from either a patient or member of the public or staff/ health and care professional, with the purpose of reminding and reinforcing DHCW Board members of the organisation's core purpose to transform digital health and care for everyone in Wales.

2.2 Patient/public and staff/health and care professional stories allow for lessons to be learnt, bring to life real experiences, and ensure the value of digital health and care is considered in real life experiences and scenarios.

2.3 The approach is considered good practice from other NHS bodies across the UK, building quality, safety and learning through experiences into the Board room.

2.4 Stories are considered in several ways, including working with our partner organisations to promote the use of patient/public, staff/health and care professionals and DHCW staff stories in organisational learning, as well as being identified from the DHCW Incident Review and Organisational Learning Group.

3 SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1 During the 2022/23 period the Board received Shared Listening and Learning Stories on the following:

- May 2022 – Electronic Test Requesting (ETR)
- July 2022 – Screening Services and How they are supported
- September 2022 – Microsoft Office Centre of Excellence

- November 2022 – E Library Services
- January 2023 - Digital Services Patients and Public (DSPP)

3.2   The following learning themes were highlighted during the period:

- Collaboration
- Clinical Leadership
- Co-design of systems identified as a key enabler to the success of system roll out
- Early evaluation and engagement
- Sustainable funding
- Service dependency on DHCW Digital Systems

3.3   When possible and appropriate Shared Listening and Learning Presentations included attendance from partner bodies recognising our collaborative way of working and delivery. However, as an NHS body that currently provides a very small proportion of patient/citizen facing services getting patient/citizen listening and learning stories for the SHA Board have been and continue to be a challenge. This is an area that will be kept under close review, with the establishment of Llais (the Citizen Voice Body for Health and Social Care in Wales) on the 1 April 2023, and DHCW developing more citizen facing services in the future.

3.4   During 2023/24 priority will continue to be given to ensuring Listening and Learning Board items include partner input wherever possible, recognising this becomes a crucial element of DHCW's stakeholder engagement approach.

3.5   Executive Leadership roles have been identified for two areas which have frequently been highlighted through the Listening and Learning presentations. These are, firstly, User Centered Design, with the Executive Lead being Sam Hall, Director of Primary, Community and Mental Health, and secondly, Digital Inclusion, with the Executive Lead being Helen Thomas, the Chief Executive Officer.

3.6   The DHCW Board function as a corporate decision-making body, and although the Listening and Learning item does not generally require Board decisions to be made. The item does feed into DHCW's partnership working and engagement approach, which has been discussed and considered as part of the Board Development work being undertaken in partnership with Deloitte. External partners and stakeholder may attend DHCW SHA Board meetings by invitation, and the suggestion for external partners and stakeholders to attend can be made by any DHCW Board member through the Chair or Board Secretary. If an external partner or stakeholder does attend a DHCW SHA Board meeting on request, this will be done working with the Corporate Governance team to ensure the partner or stakeholder is aware of the fact the SHA Board meeting is, wherever possible a meeting held in public, and that the attendee has a DHCW Executive Sponsor to ensure the requirements and expectations of the attendee are discussed and agreed prior to the meeting, as well as information about when to join and when leave the meeting.

4 KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1 Engaging with patients directly to contribute to DHCW's Shared Listening and Learning Presentations continues to be a challenge due to the remit and role of the organisation.

5 RECOMMENDATION

5.1 The Board is being asked to **NOTE** the contents of the report and **APPROVE** the arrangements outlined in 3.6 of the report.

6 APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Rhidian Hurle, Executive Medical Director	02/07/2023	Approved

Tolley,Laura
19/07/2023 14:18:24

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DIGITAL HEALTH AND CARE WALES
INTEGRATED ORGANISATIONAL PERFORMANCE REPORT

Agenda Item	6.1

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Ifan Evans, Executive Director of Strategy
Prepared By	Angela Hagget, Organisational Performance Lead
Presented By	Ifan Evans, Executive Director of Strategy

Purpose of the Report	For Discussion/Review
Recommendation	

The Board is being asked to:
DISCUSS/REVIEW the report as representative of the performance of the organisation for May - June 2023.

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	n/a

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 9001
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: n/a
No, (detail included below as to reasoning)	Outcome: n/a
Statement: Organisational performance reporting equally effects all. An EQIA is not applicable.	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below
	Additional scrutiny and development of transparent organisational performance reporting has a positive impact on quality.
LEGAL IMPLICATIONS/IMPACT	Yes, please see detail below
	There is a duty to monitor, report on and improve performance.
FINANCIAL IMPLICATION/IMPACT	Yes, please see detail below
	Should effective performance management not take place there could be financial implications.
WORKFORCE IMPLICATION/IMPACT	Yes, please see detail below
	Key organisational decision makers and leaders should be aware of an act upon the elements of performance for which they hold responsibility or accountability.
SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Author: Angela Hagget
Approver: Ifan Evans

Acronyms

DHCW	Digital Health and Care Wales	GPTR	GP Test Requesting
IOPR	Integrated Organisational Performance Report	HMS	Hosted Messaging Service
IMTP	Integrated Medium Term Plan	WelshPAS	Welsh Patient Administration System
IT	Information Technology	WCCG	Welsh Clinical Communications Gateway
SHA	Special Health Authority	WRIS	Welsh Radiology Information System
SLA	Service Level Agreements	WHPSMS	Welsh Hospital Pharmacy Stock Management System

2   SITUATION/BACKGROUND

2.1   This document provides a summary of the Digital Health and Care Wales (DHCW) Integrated Organisational Performance Report (IOPR) to end June 2023. A similar report is presented to the DHCW Management Board monthly where Management Board attendees present and discuss performance and resulting actions or risks. The Board IOPR is presented on a bi-monthly basis in arrears.

2.2   Updates on DHCW's Integrated Medium Term Plan (plan) are included on a quarterly basis in arrears, providing assurance that progress is aligned to DHCW's published plan. This will be included in the next Board IOPR.

The Board IOPR contains a Score Card which provides indicators for four operational domains of Finance & Workforce, Governance & Quality, Operational Service Delivery and Engagement & Feedback.

Each page of the Board IOPR contains an icon which references the associated strategic mission. These are explained in more detail on page 3 of the Board IOPR.

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   **Plan on a Page**
The Plan on a Page shows the progress of our key Integrated Medium Term Plan (IMTP) commitments. Blue relates to funded items, yellow unfunded and grey are change controls.

- Quarter 1 saw some key achievements including the go live of a consolidated Welsh Patient Administration System (WelshPAS) across the Betsi Cadwaladr University Health Board. This is now a single instance and has allowed common, consistent recording of patient administration data in secondary care across North Wales. This is positive for patient safety and communication across the region.

Author: Angela Hagget
Approver: Ifan Evans
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- Quarter 1 also saw the soft launch of the NHS Wales App beta version with over 5000 user downloads to date using functionality for patients to interact with their GP surgery, increasing patient convenience and automating GP surgery tasks.

- Quarter 1 also saw the approval of the business case for the new radiology informatics system – a significant and complex undertaking.

- Quarter 1 also saw some re-baselining of work. The National Data and Analytics Platform availability date has been change controlled to Quarter 2 reflecting revised testing and assurance timelines.

- The Data Promise programme is subject to confirmation of scope and resources needed. This is being worked up between DHCW and Welsh Government, and the Eye Care Programme is in a 'pause and review' stage, at the request of Welsh Government, as the programme moves into DHCW and a revised plan developed.

The yellow blocks show areas where funding is not confirmed or being reworked. There were no deliverables on the Plan on a Page for these areas in Quarter 1, however, this will start to impact work later in the year unless rescoped.

3.2 Scorecard

The Scorecard provides an 'at a glance' indicator of performance in key areas. Further indicators will be included, and existing ones may be amended, in response to strategy, planning and performance requirements. The details below highlight selected indicators from the scorecard:

Operational Service Support = AMBER. This represents an improvement on last month's position. There were eleven Major IT Incidents in the period, all were resolved within the target resolution time. Major IT incidents are disruptions to IT services that are categorised as Priority 1 or Priority 2 by NHS Wales' national service desk, depending on the impact and urgency of each incident. DHCW aims to resolve Major IT Service Incidents as quickly as possible and in line with the NHS Wales nationally agreed target resolution times specified in service level agreements (SLA). A Major IT Service Incident could cause partial or complete disruption for a group of users of a single service, or could disrupt several services across NHS Wales, depending on the situation. The priority of each incident, and the duration of the disruption, is shown in the report. Where appropriate, Major IT Incidents are reviewed in detail by our Incident Review and Learning Group (IRLG) to minimise future occurrences and improve IT service delivery.

There were six incidents in May; no SLA breaches: 5 x Welsh Radiology Information System (WRIS) (combination of local IT issues), 1 x WelshPAS (which affected multiple services).

There were five incidents in June; no SLA breaches: 2 x Welsh Radiology Information System WRIS (local IT issues), 1 x Welsh Hospital Pharmacy Stock Management System (WHPSMS), 1 x GP Test Requesting (GPTR) and Welsh Clinical Communications Gateway (WCCG) and 1 x Hosted Messaging Service (HMS).

IT Service Availability in 2023-24 to dates is 99.989%

Service Level Agreement (SLA) meetings = AMBER. Five of seven meetings were conducted to schedule. The SLA review meetings focus on the delivery of services to the Health Boards and Trusts, discussing performance, issues and new requirements.

Sickness Absence = GREEN. Sickness is at 3.14%, which is well below the national NHS Wales average / benchmark.

Author: Angela Hagget
Approver: Ifan Evans

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Personal Development Appraisals Compliance = AMBER. Performance has decreased to 81%, which is below the Welsh Government target of 85%. Performance against this measure is reviewed at monthly management reviews and six-monthly directorate reviews.

Statutory and Mandatory Training = GREEN. Compliance is at 91.1%, which is above the Welsh Government target of 85%.

DHCW's Strategic Resourcing Group is focused on the wider development of the organisation's resourcing and continues to build on the successes that have been seen in recruitment to date. The work with commercial partners to support resourcing of DHCW's plan continues.

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   There are no matters for escalation to the Board in this period.

5   RECOMMENDATION

5.1   The Board is asked to:

DISCUSS /REVIEW the report as representative of the performance of the organisation for the period May - June 2023.

6   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
DHCW Management Board	13th July 2023	Approved

Tolley,Laura
19/07/2023 14:18:24

Author: Angela Hagget
Approver: Ifan Evans
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DIGITAL
HEALTH AND
CARE **WALES**

BOARD PERFORMANCE

MAY - JUNE 2023

INTRODUCTION

This Integrated Organisational Performance Report provides evidence of performance against key indicators across Digital Health and Care Wales (DHCW) and is linked to the Strategic Missions (below) defined within our Integrated Medium Term Plan (IMTP).

Performance is monitored and managed at various levels throughout the DHCW governance structure, with final oversight through Management Board and then our Special Health Authority (SHA) Board.

CONTENTS

- Corporate Planning
- Organisational Scorecard and Escalations
- People and Organisational Development
- Commercial Services
- Operational Service Management
- Clinical Assurance and Information Governance
- Governance and Quality
- Engagement

This report supports the requirements of Management Review as defined in ISO:9001 and other related standards.

Our Approach: To focus our delivery on the challenges of our service partners, we have divided our work into Missions, Portfolios and Enablers. These reflect ministerial priorities and alignment with national programmes and describe our strategic objectives and outcomes.

GIG CYMRU NHS WALES | Iechyd a Gofal Digidol Cymru Digital Health and Care Wales

1 PROVIDE A PLATFORM for enabling digital transformation

Portfolios
1. Data Platform and Reference Services NEW
2. Open Architecture and Interoperability NEW
3. Protecting Patient Data
4. Sustainable and Secure Infrastructure

2 DELIVER high quality digital products and services

Portfolios
1. Public Health
2. Primary, Community and Mental Health
3. Planned Care
4. Urgent and Emergency Care NEW
5. Diagnostics
6. Medicines

3 EXPAND the digital health and care record and the use of digital to improve health and care

Portfolios
1. Engaging with Users: Health and Care Professions
2. Engaging with Users: Patients and the Public

5 BE the trusted strategic partner and a high quality, inclusive and ambitious organisation

Enablers
1. People and Culture
2. Finance
3. Sustainability
4. Stakeholder Engagement
5. Quality and Safety
6. Governance, Performance and Assurance

4 DRIVE better value and outcomes through innovation

Portfolios
1. Research and Innovation
2. Value from data

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Key

	Description
Funded	Confidence in availability of funding or budget allocation
Resource not confirmed	
Change control pending	Limited confidence in funding or budget allocation
Completed	

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Portfolios	Qtr 1 Apr-Jun 2023	Qtr 2 Jul-Sep 2023	Qtr 3 Oct-Dec 2023	Qtr 4 Jan-Mar 2024	2024-2025	2025-2026
1.1 Data Platform and References Services	Care Data Repository					
	Establish Data and Analytics Platform	Data and integration Hub				
1.2 Open Architecture and Interoperability	API Roadmap	APIs into production				
	Platform and Product Roadmaps					
1.3 Protecting Patient Data	Data Promise Programme	National IG Governance Framework				
		National Audit System Award				
1.4 Sustainable and Secure Infrastructure	Cloud Plan and Business Case					
	Cyber Plan					
			Data Centre Move			
2.1 Public Health	Vaccine Transformation Discovery		Screening Programme Priorities			
2.2 Primary, Community and Mental Health	Digital Partner for Strategic Programme for Primary Care					
	Welsh Community Care Information System Strategic Review Recommendations					
			GP Systems Preferred Supplier(s)			
2.3 Planned Care	Welsh Patient Administration across North Wales	Welsh Patient Administration Health Board Boundary Change				
		Procure an All Wales Maternity system				
	Eye Care Gateway Review and transition arrangements					
2.4 Urgent and Emergency Care	Welsh Emergency system - review outputs of strategic review	Intensive Care System roll out				
2.5 Diagnostics	New laboratory management system readiness (LINC)				Start LINC roll out	Complete LINC roll out
	New radiology management system business case	New radiology management system readiness (RISP)			Start RISP roll out	Complete RISP roll out
2.6 Digital Medicines	Digital Medicines Transformation (DMTP) initial stages of: single medicines record, electronic transfer of prescriptions, hospital e-prescribing, patient access to meds				DMTP next stages	DMTP next stages
3.1 Health and Care Professions	Electronic requesting expanded across specialties					
	Future phases of Cancer Informatics Solution				Cancer Improvement Plan deliverables	
3.2 Patients and the Public	NHS Wales App launch GP services	Develop core functional services			Support and further development	
	Onboarding and connection of third party suppliers with NHS Wales App core services					
4.1 Research and Innovation	Rules of engagement with industry partners	Review of academic research partnership and develop a catalogue of commitments				
4.2 Value from Data	Analysis and modelling for Strategic Programmes and Public Health					
	Information and Analytics Strategy	Implement 'Official Statistics' plan				
	Ongoing priority analytics in Value in Health and Primary and Community					

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The **SCORE CARD** presents a high-level view of the business areas which are monitored and presented in greater detail throughout this report. This month there are **four indicators which are AMBER,** which will be addressed as detailed in later sections.

ORGANISATIONAL PERFORMANCE SCORE CARD

Operational Measures:

- 🟡 **Operational Service Support** – Eleven Major IT Incidents; no SLA breach. 7 x Welsh Radiology Information System (WRIS) (local IT issues), 1 x Welsh Hospital Pharmacy Stock Management System (WHPSMS), 1 x GP Test Requesting (GPTR) and Welsh Clinical Communications Gateway (WCCG), 1 x Hosted Messaging Service (HMS) and 1 x Welsh Patient Administration System (WelshPAS). IT Service Availability for 2023-24 to date is 99.989%.

- 🟡 **Operational Service Delivery** – includes some areas which need attention.

- 🟠 **Service Level Agreement meetings** – Four meetings took place in May two were cancelled at the request of the Health Boards. One meeting took place as scheduled in June.

- 🟢 **Strategic Engagement meetings** – Four meetings took place as scheduled.

- 🟡 2 of 54 Audit Actions not completed by target date

Workforce Measures:

- 🟢 **Sickness Absence** – decreased by 0.03% to 3.14% on the last reporting period. This figure includes Covid-19 related absences (5 in June and 8 in May). Anxiety, Stress, Depression is the top reason for absence.

- 🟡 **Appraisal Compliance** – 81%; below Welsh Government target of 85%.

- 🟢 **Statutory and Mandatory Training** – 91.1% and is above the Welsh Government target of 85%.

	FINANCE & WORKFORCE			**GOVERNANCE & QUALITY**		
FINANCE	Small operational underspend of £0.081m	£2.086m spend for period against a capital limit of 13.047m	Maintain Public Sector Payment Policy to pay non NHS creditors within 30 days of receipt of valid invoice: Target = 95% (actual = 98%)	2/54 audit actions not completed by target date	Quality Management Standards under redevelopment	**QUALITY**
WORKFORCE	Sickness absence (actual 3.14%)	Appraisals compliance target = below 85% (achieved 81%)	Statutory and Mandatory Training compliance target = above 85% (achieved 91.1%)	Clinical Risk Management	Corporate Risk Management	**GOVERNANCE**
OPERATIONAL SERVICE DELIVERY	Commercial Services contract management compliant with KPI	Operational Service Support. 11 Major IT Service Incidents, no breaches of SLA target.	Continue to support NHS Wales recovery	Service Level Agreement (SLA) performance meetings with stakeholders =5/7 conducted to schedule	Strategic engagement meetings – 4/4 meetings took place	**ENGAGEMENT & FEEDBACK**
	Clinical Assurance and Information Governance requests one FOI responded to outside of KPI. Incidents resolved within KPI	Operational Service Delivery includes some areas which need attention.		Customer Satisfaction Feedback to Local Service Desk target = above 93% (actual 94%)		
	OPERATIONAL SERVICE DELIVERY			**ENGAGEMENT & FEEDBACK**		

ESCALATIONS FROM MANAGEMENT BOARD TO DHCW BOARD

REF	MONTH ESCALATED	STATUS	ESCALATION	NEXT STEPS /OUTCOME /REQUIREMENTS FROM DHCW BOARD
			None	None

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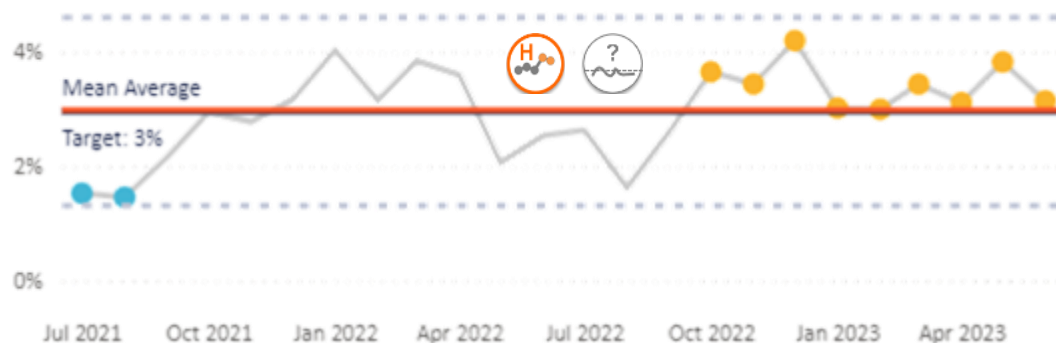
SICKNESS ABSENCE

Overall Sickness absence - 3.14%, a decrease of 0.68% since the previous month.

Long term sickness – 2.13% decreased by 0.38% from last month.

Short term sickness - 1.01% decrease of 0.30% from last month.

STATUTORY AND MANDATORY TRAINING
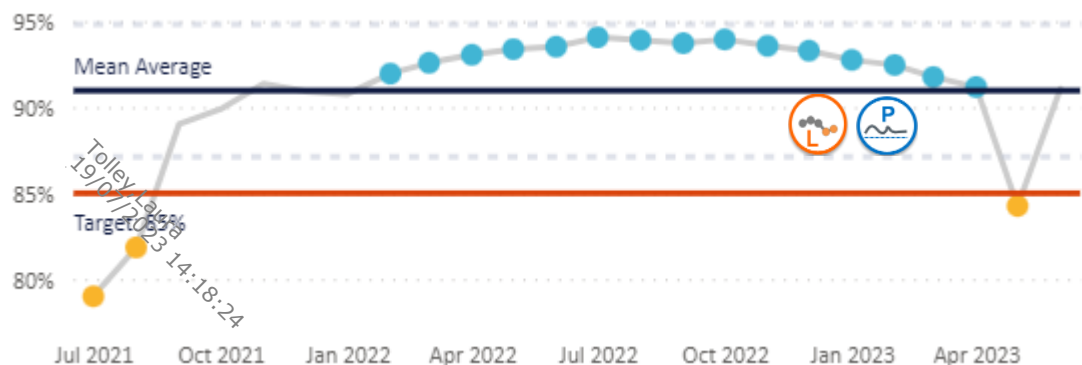
Statutory and Mandatory Training is 91.1% an increase of 6.8% from last month. It is above the Welsh Government target of 85% for NHS Wales.

APPRAISALS
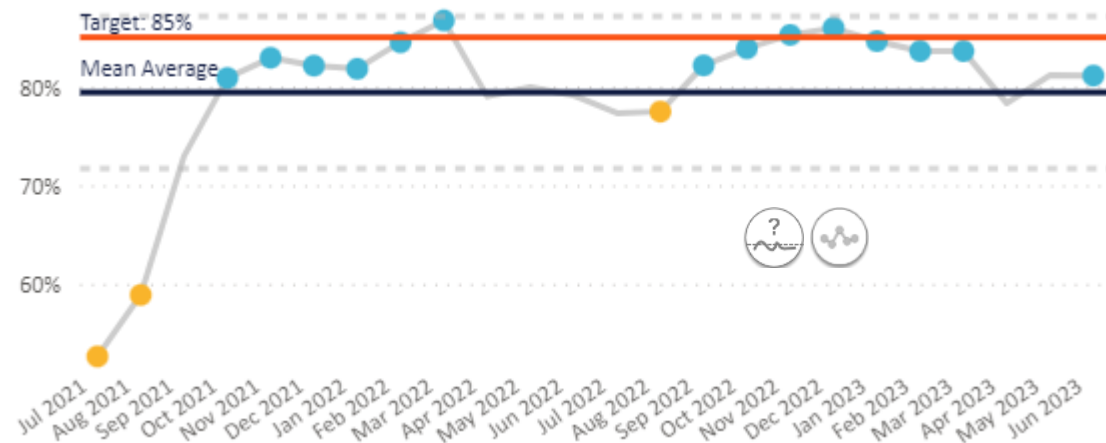
Appraisal completion rate is 81%, has remained same as last month. This is below the Welsh Government target of 85% (see action).

TURNOVER

Turnover is 7.44% - slight decrease of 0.38% from last month

VARIATION

Special Cause Concerning variation

Special Cause Improving variation

Common Cause

ASSURANCE

F — Consistently fail target

P — Consistently hit target

? — Hit and miss target subject to random

Target (orange)
Average (navy)
Process Limits (dashed)

Please note that Workforce data is subject to cut-off and collection at month-end, which is dependent on stakeholders inside and outside DHCW. Therefore, some information/data may be included in later reports.

The following procurement contracts will be presented to the DHCW Board for approval, as noted in the Schedule.

TITLE	ALL WALES / DHCW INTERNAL	OVERVIEW OF THE SCOPE	INDICATIVE CONTRACT VALUE	INDICATIVE TERM (YEARS)	CONTRACT START DATE	SHA BOARD DATE	CURRENT STATUS
Data Quality System (DQS)	All Wales	Provision of a Data Quality System (DQS) to GP practices for data quality and reporting requirements for national and local initiatives. The software extracts, analyses and presents patient information that is derived from the data held in the practice clinical information system.	£7.2m	3+1+1	01/06/2023	25/05/2023	Approved at May SHA Board
External Resources Framework	DHCW Internal	Establishment of a Framework Agreement with multiple lots for the provision of individual resources to augment the DHCW teams OR to outsource projects to external organisations.	£12m	4	01/06/2023	25/05/2023	Approved at May SHA Board
MS Dynamics 365 Integrated Telephony Provision	All Wales	Establish a service for an integrated telephony service into the Test, Trace Protect (TTP) Customer Relationship Management (CRM) portal. The contract is ready to use in the event that the TTP CRM need to be re-instated in response to a resurgence of Covid/Pandemic.	£6m	1+1+1	01/07/2023	25/05/2023	Approved at May SHA Board
System Integration Tool	All Wales	Renewal of the Licences for the Integrated Messaging software which enables the various systems and solutions used by NHS Wales	£6m	3	01/07/2023	25/05/2023	Approved at May SHA Board
Radiology Imaging System	All Wales	Digital solution to store, access, review and report radiology images	£60m	10	01/07/2023	22/06/2023	Approved at June Extraordinary SHA Board
NetBackup and Backup Exec	DHCW	The software provides backup and restore functionalities for server infrastructure, both physical and virtual across both data centres.	£1.1m	3	31/07/2023	27/07/2023	For approval at July SHA Board
LIMS Replacement Solution	All Wales	Following Termination of LINC Agreement, a replacement contract to ensure continuity of service for LIMS services across NHS Wales	£21m	5	29/06/2025	27/07/2023	For approval at July SHA Board

The following procurement contracts will be presented to the DHCW Board for approval, as noted in the Schedule.

TITLE	ALL WALES / DHCW INTERNAL	OVERVIEW OF THE SCOPE	INDICATIVE CONTRACT VALUE	INDICATIVE TERM (YEARS)	CONTRACT START DATE	SHA BOARD DATE	CURRENT STATUS
Microsoft Licence Agreement Reseller (LAR)	All Wales	A contract to secure a sole supplier re-seller for all Microsoft Products and Services used across the NHS in Wales.	£300m	4+2	01/04/2024	01/03/2024	Renewal of the existing P159.06
Medicines Information Solution	All Wales	Provision of a central pharmacy database provided for/by the All-Wales Library Service.	£1.2m	2+1	01/09/2024	01/07/2024	In planning
Systematic Anti-Cancer Therapy (SACT) System	All Wales	An All-Wales agreement for the provision of an Anti-Cancer Therapy information management software solution as a managed service.	£5m	5+2	01/10/2024	01/09/2024	NEW: Procurement planning stage- defining a route to market
National Intelligent Integrated Audit Tool	All Wales	Provision of a specialised software product to audit data access across all Welsh Clinical Systems	£975k	3	23/11/2023	27/07/2023	Renewal of existing agreement. Renewal to be made in accordance with PCR15 Reg 32(5)(b) and (6).
Data Engine	DHCW Internal	Digital Health and Care Wales is seeking to procure technical capability to facilitate access to structured clinical data using open standards, and a mechanism for capturing data as a Clinical Data Engine (CDE). This forms a key building block to the open architecture approach as described as a deliverable of the National Data Resource Programme.	£15m	3+1+1	TBC	TBC	Procurement planning stage- defining a route to market. Currently drafting an OBC to secure funding. (being undertaken by external 3rd Party Inform Solutions

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OPERATIONAL PERFORMANCE | INCIDENT & SERVICE REQUEST MANAGEMENT

PERFORMANCE AREA	METRIC	JUN-22	JUL-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
National Services - Critical (Excluding GP Services)	Score denotes % of **Incidents** resolved within the SLA target *(Resolved total can include Incidents logged outside the month)	1063 (93%)	1127 (95%)	1204 (96%)	1197 (97%)	1110 (97%)	1378 (97%)	1115 (91%)	1156 (92%)	1079 (98%)	1449 (98%)	1321 (97%)	1221 (96%)	1310 (97%)
	Score denotes % of **Service Requests** resolved within the SLA target *(Resolved total can include SRs logged outside the month)	5276 (97%)	5777 (98%)	5643 (98%)	5701 (98%)	5401 (99%)	5688 (98%)	4860 (98%)	5089 (98%)	4855 (98%)	5048 (98%)	4566 (98%)	4980 (98%)	4916 (98%)
National Services – Standard	Score denotes % of **Incidents** resolved within the SLA target *(Resolved total can include Incidents logged outside the month)	322 (98%)	390 (95%)	453 (98%)	330 (98%)	438 (99%)	409 (96%)	298 (97%)	412 (94%)	675 (99%)	469 (99%)	314 (99%)	386 (100%)	367 (98%)
	Score denotes % of **Service Requests** resolved within the SLA target *(Resolved total can include SRs logged outside the month)	1026 (98%)	1222 (98%)	1384 (97%)	1388 (99%)	1648 (98%)	1600 (98%)	1280 (98%)	1401 (98%)	1407 (98%)	1388 (98%)	1047 (99%)	1211 (98%)	1203 (97%)
Desktop Support Service - Critical	Total **Incidents** Resolved (% resolved within timescale)	1258 (94%)	1027 (97%)	1258 (95%)	1136 (95%)	1291 (94%)	1195 (93%)	992 (94%)	1250 (96%)	1235 (95%)	1315 (94%)	1435 (95%)	1667 (94%)	1680 (94%)
	Total **Service Requests** Resolved (% resolved within timescale)	971 (96%)	903 (96%)	848 (96%)	1018 (97%)	1056 (97%)	1053 (96%)	789 (94%)	840 (95%)	800 (96%)	1078 (94%)	989 (95%)	1166 (94%)	1034 (94%)

PERFORMANCE AREA	METRIC	JUN-22	JUL-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
National GP Services - Critical	Calls Logged as **Incidents** (% resolved within timescale)	732 (99%)	730 (98%)	681 (100%)	757 (100%)	863 (99%)	949 (100%)	627 (98%)	765 (100%)	800 (99%)	1143 (100%)	1139 (99%)	970 (100%)	TBC
	Calls Logged as **Service Requests** (% resolved within timescale)	294 (100%)	308 (100%)	279 (99%)	378 (99%)	331 (99%)	308 (100%)	260 (98%)	382 (100%)	299 (100%)	573 (100%)	658 (100%)	615 (99%)	TBC

Notes: Desktop Support (amber) – as the GP computer refresh programme intensified this led to an increase in support calls. Additional resources have been sought to support this programme of work, though the market for temporary support engineers (FT and contractors) is very challenging, and we are still not fully resourced.

10/23

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OPERATIONAL PERFORMANCE | MAJOR IT INCIDENTS

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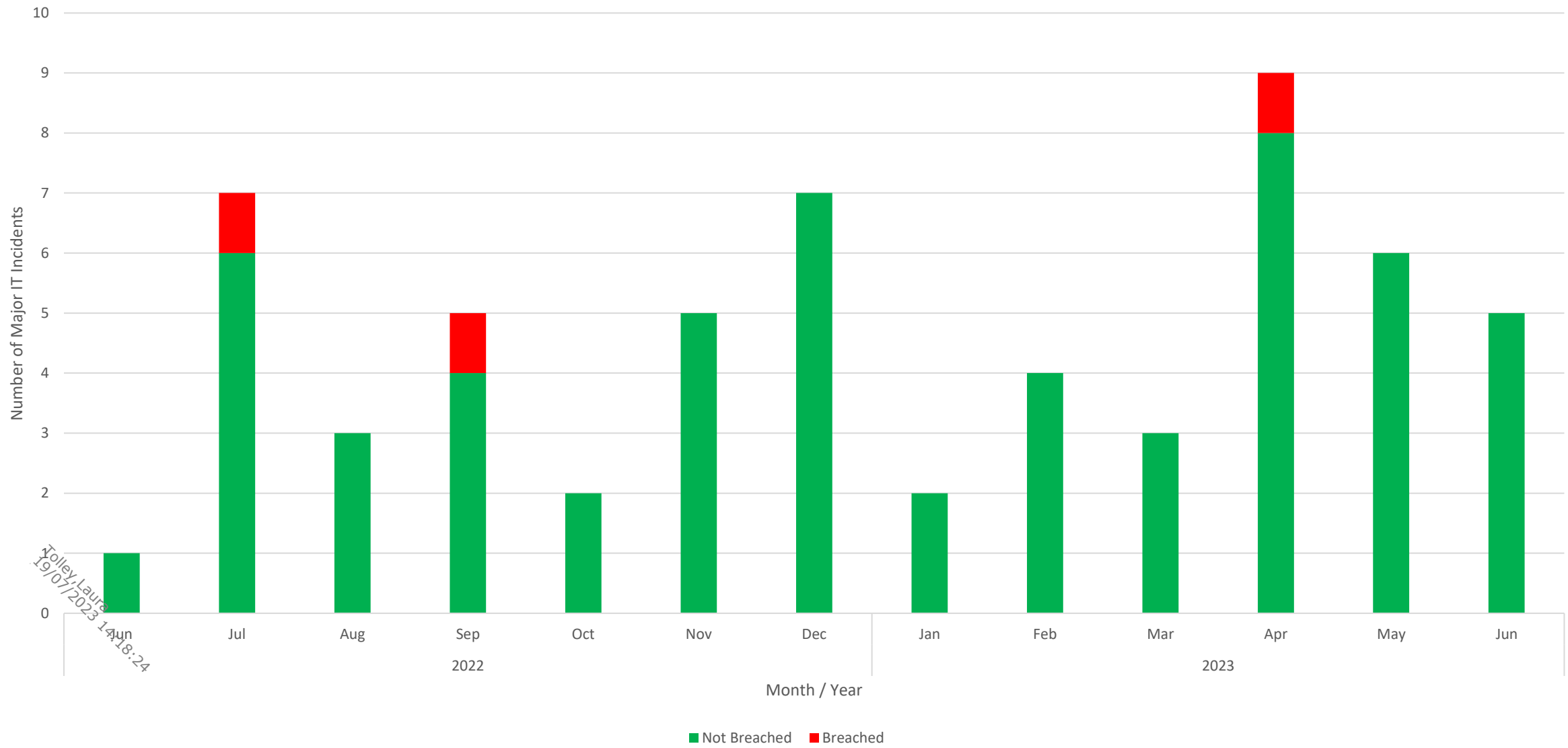
IT Service Availability in June 2023

was **99.987%**

with **3** MIs totalling **364** minutes of disruption across **4** services

IT Service Availability in 2023-24 to date is

99.989% with

13 MIs totalling **20** instances of disruption across **10** Services

DHCW Service Availability Annual Comparison

TARGET AVAILABILITY IS 99.90%

● 2021-22 ● 2022-23 ● 2023-24
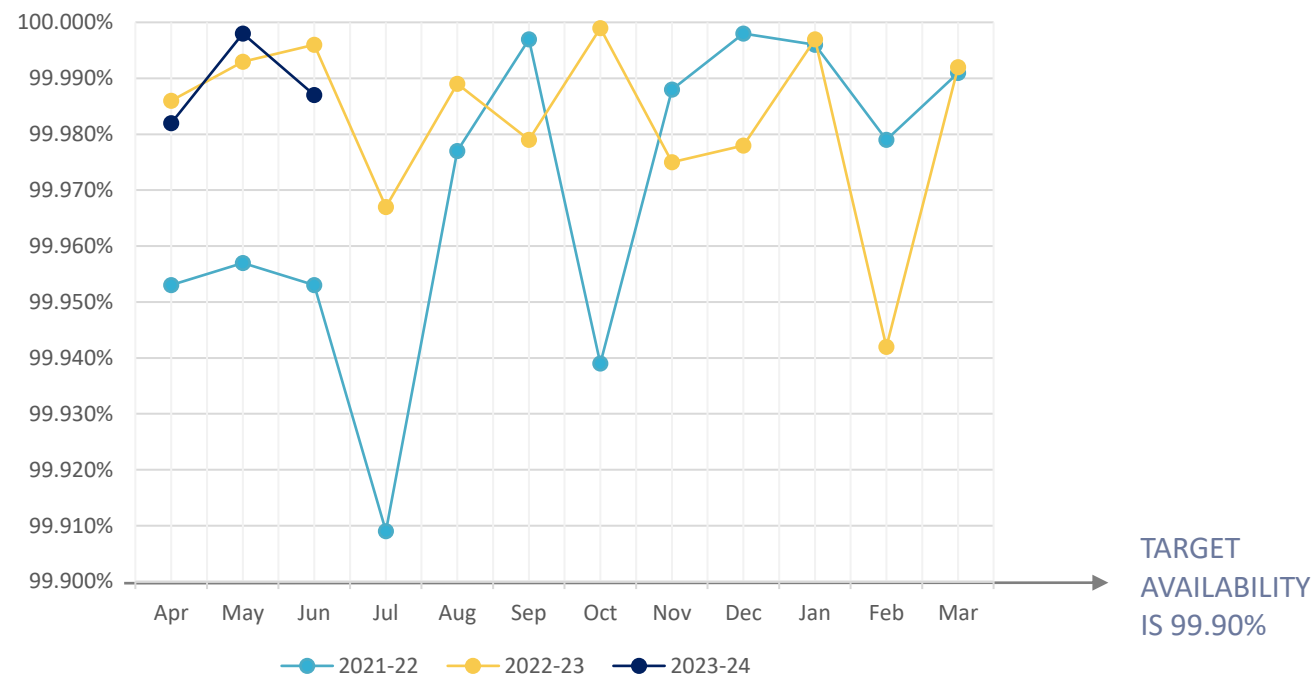
Please note: (a) from 1st May 2023, service availability figures do not include the outages of Welsh Radiology Information System (WRIS) which are reported in the Major IT Service Incidents as WRIS is not a service hosted by DHCW (they are hosted in local organisations).
(b) From 1st June 2023 service availability figures include 50% of downtime for Major Incidents impacting service to users but where the service remained available.

SUMMARY:

There are three work streams developing DHCW's approach to IT Service Availability:

- The first is tracking the MIs reported to Management Board and Board through the IOPR – presenting the Availability figure, developing changes to the underlying approach to MI reporting and refining the scope of the current calculation model.

- The second is developing a Power BI dashboard to present DHCW's IT Service Availability data.

- The third is exploring the wider service issues around IT Service Availability, e.g. partial availability, start and end times, systematisation of data, Service Category (Critical /Standard), multiple impacts with staggered restoration, scheduled maintenance windows.

12/23

MIs = Major Incidents

SERVICE(S) AFFECTED	WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^	SERVICE LEVEL: CLINICAL CRITICAL	P1	INCIDENT REF 8557429 PROBLEM REF NO PROBLEM RECORD RAISED

DATE/TIME LOGGED	29/06/2023 10:50	DATE/TIME RESOLVED	29/06/2023 11:29	**Time to resolution:** 39 Minutes Incident **did not breach** the 4 hour SLA target

DESCRIPTION	Users across Aneurin Bevan University Health Board (ABUHB) reported that they were unable to log in to the WRIS client. Investigations discovered that a query was running on a database that was causing a significant load on the virtual server, this in turn impacted the live database (also hosted on the server) causing errors and performance issues in the client. ABUHB are unique in having a mirror of the main database, that is primarily used by their Clinical Work Station (CWS) instance. The root cause was found to be a user in the PACS office using an excel document that had a query linked within it to the database. The excel query finished before it could be actively stopped, effectively self rectifying the issue and restoring WRIS user access. This resulted in a single P1 call being logged and a recorded downtime of 39 minutes.

SERVICE(S) AFFECTED	WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^	SERVICE LEVEL: CLINICAL CRITICAL	P1	INCIDENT REF 8531604 PROBLEM REF NO PROBLEM RECORD RAISED

DATE/TIME LOGGED	19/06/2023 21:24	DATE/TIME RESOLVED	20/06/2023 01:23	**Time to resolution:** 239 Minutes Incident **did not breach** the 4 hour SLA target

DESCRIPTION	Users across Aneurin Bevan University Health Board (ABUHB) reported that they were unable to log in to WRIS. WRIS out of hours (OOH) Support attempted to connect to the application server but were unsuccessful. Local OOH IT were contacted and discovered that the affected server was installing updates. Once the updates had been applied, and server restarted, the WRIS Service was restored and accessible to users. This resulted in 1 out of hours call being received with the service being unavailable for 239 minutes.

^ Service hosted locally within LHB who maintain elements of Service

13/23

SERVICE(S) AFFECTED	HOSTED MESSAGING SERVICE	SERVICE LEVEL: INFRASTRUCTURE CRITICAL	P3	INCIDENT REF Multiple PROBLEM REF 28902

DATE/TIME LOGGED 20/06/2023 09:14	DATE/TIME RESOLVED 20/06/2023 11:55	**Time to resolution:** 161 Minutes Incident **did not breach** the 48 hour SLA target

DESCRIPTION

Users across multiple Health Boards reported receiving non-delivery receipts for emails on some accounts. Investigations identified that a step had been missed when deploying a change to recreate Exchange Edge Subscriptions, as part of ongoing investigations for another issue.

The ruleset for outbound mail flow rules was updated, whilst ongoing work with the supplier continues, which has restored outbound email to affected accounts.

SERVICE(S) AFFECTED	GP TEST REQUESTING (GPTR) WELSH CLINICAL COMMUNICATION GATEWAY (WCCG)	SERVICE LEVEL: CLINICAL STANDARD	P2	INCIDENT REF 8513297 PROBLEM REF 28713

DATE/TIME LOGGED 12/06/2023 11:00	DATE/TIME RESOLVED 12/06/2023 12:08	**Time to resolution:** 68 Minutes Incident **did not breach** the 36 hour SLA target

DESCRIPTION

Users in GP Practices reported slowness and timeout errors in the GP Test Requesting (GPTR) service. Users were able to log in but when trying to load patient details the page did not progress any further. This relates to a known issue with high CPU (100%) exacerbated by an application memory leak within GPTR. A workaround was applied to recycle the application pools.

The service was unavailable for 68 minutes and resulted in 6 calls being raised with the service desk

SERVICE(S) AFFECTED	WELSH HOSPITAL PHARMACY STOCK MANAGEMENT SYSTEM (WHPSMS)	SERVICE LEVEL: CLINICAL CRITICAL	P2	INCIDENT REF 8506584 PROBLEM REF 28845

DATE/TIME LOGGED 08/06/2023 09:16	DATE/TIME RESOLVED 08/06/2023 11:44	**Time to resolution:** 148 Minutes Incident **did not breach** the 8 hour SLA target

DESCRIPTION

Multiple users at multiple Health Boards logged calls to report error messages, preventing users from accessing and using the WHPSMS Hospital Pharmacy system. RAM utilisation of the Pharmacy Database hit 100%, caused by 'ghost processes' running in the background. Additional RAM has been allocated and monitoring alerts are now in place to alert support teams of RAM utilisation exceeding 95%. Regarding root cause analysis, the 3rd party supplier will install profiler software to capture behaviour next time RAM usage starts to climb over 90% to understand better what the cause is. (It has not been possible to determine the root cause following service restoration; the errant behaviour needs to be captured 'live')

^ Service hosted locally within LHB who maintain elements of Service

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| SERVICE(S) AFFECTED | WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^ | SERVICE LEVEL: CLINICAL CRITICAL | P1 | INCIDENT REF 8483433 PROBLEM REF NO PROBLEM RECORD RAISED |

| DATE/TIME LOGGED | 27/05/2023 18:28 | DATE/TIME RESOLVED | 27/05/2023 19:34 | **Time to resolution:** 66 Minutes Incident **did not breach** the 4 hour SLA target |

DESCRIPTION

Users across all sites within Hywel Dda UHB reported they were unable to login to WRIS, a login page was visible but the application was not available. WRIS On Call support discovered that the host server had run out of hard drive space. The root cause is thought to have been pending windows updates consuming disk space, Local IT were able to apply the updates and restart the server which restored application availability to users.

This incident resulted in 3 Out of Hours calls being logged to the WRIS Team, with 66 minutes of recorded downtime.

| SERVICE(S) AFFECTED | WELSH PATIENT ADMINISTRATION SYSTEM (WELSH PAS) WELSH NURSING CARE RECORD (WNCR) WELSH CLINICAL PORTAL | SERVICE LEVEL: CLINICAL CRITICAL | P2 | INCIDENT REF 8472392 PROBLEM REF 28787 |

| DATE/TIME LOGGED | 23/05/2023 11:25 | DATE/TIME RESOLVED | 23/05/2023 11:41 | **Time to resolution:** 16 Minutes Incident **did not breach** the 8 hour SLA target |

DESCRIPTION

Users in Swansea Bay reported that Welsh PAS had stopped loading across the Emergency Department. The system had frozen and removed users from the application. Users were faced with a blank screen. Investigations identified a loss of connection caused by a process which had hung. Terminating the process restored performance, with all modules available again.

This resulted in 4 calls being raised, and a downtime of 16 minutes

WNCR: rendered ostensibly offline (beyond login) in having no patient demographics to generate its patient record in order to view or update nursing notes. Nurses would have been able to access the WNCR Business Continuity (view of last updated notes) service, but not update.

WCP: no clinic lists, no ward lists (both from WPAS). WCP provides a backup read-only record view using MPI sourced demographics to build the patient record, including other sources that remained available (e.g. results, documents), but doesn't allow for any record update (e.g. pathology requesting, DAL, clinical note, pharmacy orders, etc) as they need to be attributed to the health organisation, which is taken from the PAS.

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^ Service hosted locally within LHB who maintain elements of Service

SERVICE(S) AFFECTED	WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^	SERVICE LEVEL: CLINICAL CRITICAL	P1	INCIDENT REF 8470979 PROBLEM REF NO PROBLEM RECORD RAISED

DATE/TIME LOGGED	23/05/2023 00:14	DATE/TIME RESOLVED	23/05/2023 00:39	**Time to resolution:** 25 Minutes Incident **did not breach** the 4 hour SLA target

DESCRIPTION	Users in Bronglais General Hospital Hywel Dda HB reported that they were unable to log in to WRIS. Investigations discovered a database timeout error. A restart to WRIS service restored user access. This resulted in 1 out of hours call being received with the Service being unavailable for 25 minutes.

SERVICE(S) AFFECTED	WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^	SERVICE LEVEL: CLINICAL CRITICAL	P1	INCIDENT REF 8459417 PROBLEM REF NO PROBLEM RECORD RAISED

DATE/TIME LOGGED	17/05/2023 12:20	DATE/TIME RESOLVED	17/05/2023 12:33	**Time to resolution:** 13 Minutes Incident **did not breach** the 4 hour SLA target

DESCRIPTION	Users across all sites in Swansea Bay UHB reported that they were unable to log in to WRIS. The issue self rectified. Investigations identified local network issues in the Morriston data centre coincided with the time of the incident. This resulted in 1 P1 call being received with the Service being unavailable for 13 minutes.

SERVICE(S) AFFECTED	WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^	SERVICE LEVEL: CLINICAL CRITICAL	P1	INCIDENT REF 8457621 PROBLEM REF 10169

DATE/TIME LOGGED	17/05/2023 03:10	DATE/TIME RESOLVED	17/05/2023 03:29	**Time to resolution:** 19 Minutes Incident **did not breach** the 4 hour SLA target

DESCRIPTION	Users in University Hospital of Wales Cardiff and Vale UHB reported that they were unable to log in to WRIS. Investigations discovered a loss in connection to the WRIS database, this is a known error within the service. A restart to WRIS service restored user access. This resulted in 1 out of hours call being received with the Service being unavailable for 19 minutes.

^ Service hosted locally within LHB who maintain elements of Service

SERVICE(S) AFFECTED	**WELSH RADIOLOGY INFORMATION SYSTEM (WRIS)^**	SERVICE LEVEL: CLINICAL CRITICAL	P1	INCIDENT REF 8430306 PROBLEM REF 27480

			Time to resolution: 8 Minutes
DATE/TIME LOGGED 04/05/2023 09:22	**DATE/TIME RESOLVED**	04/05/2023 09:30	Incident **did not breach** the 4 hour SLA target

| DESCRIPTION | Users in Swansea Bay UHB reported that they were unable to access WRIS, instead receiving an error message from the application. Investigations identified that this relates to a known error within the service. A restart of the WRIS Application restored user access.

This resulted in 1 call being raised and system unavailability of 8 minutes.

A change providing mitigation has been implemented to increase the database connection pool size in the client whilst work is progressing on the known problem record. |
|---|---|

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^ Service hosted locally within LHB who maintain elements of Service

OPERATIONAL PERFORMANCE | SERVICE DESK

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	JUN-22	JUL-22	AUG-22	SEP-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
Total Number of calls logged	16698	17170	17688	19613	21152	21735	14617	17632	17505	19580	16077	17890	15805
% All Abandoned Calls (Threshold 4%)	10.4%	6.9%	4.0%	4.1%	7.1%	6.6%	5.3%	3.5%	7.5%	3.8%	4.2%	2.4%	2%
Average Speed of Answer (Seconds) (Target 30 sec)	14.5	10	10.5	10.5	11.5	12.5	13.5	10.0	19.0	11.5	6.0	8.5	7.5

SUMMARY:

Incidents and Service Requests were down slightly in June to 15,805.

First Line Fix rates decreased from 37% to 35%.

Customer Satisfaction decreased from 96% to 94% and Employee Satisfaction rose to 95% from 93%.

Abandoned Calls has decreased from 4.2% to 2%. A possible reason for this is that more staff are now available during the week following the reduction of the opening hours over the weekend.

The number of telephone calls received by the Service Desk was 5695 in June, of which 5579 were answered. Average speed of answer dropped to 7.5.

First Line Fix Rate

Incidents and Service Requests Received
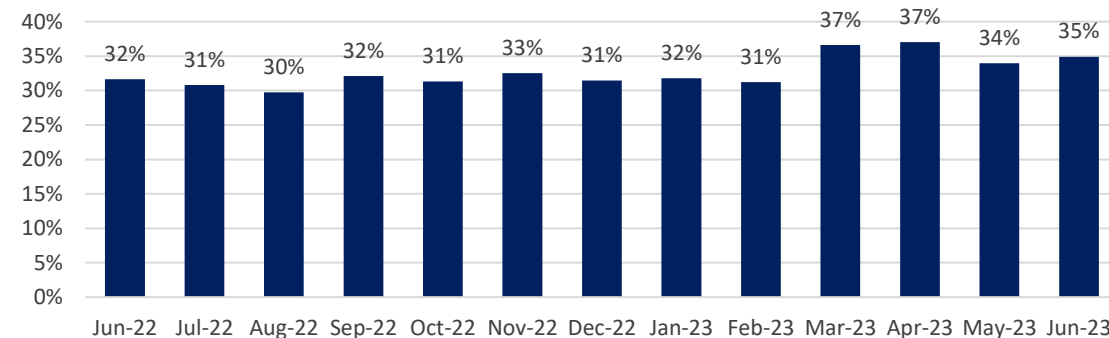
- Number of Service Requests Recevied
- Number of Incidents Received
- Total number of Incidents and Service Requests Received
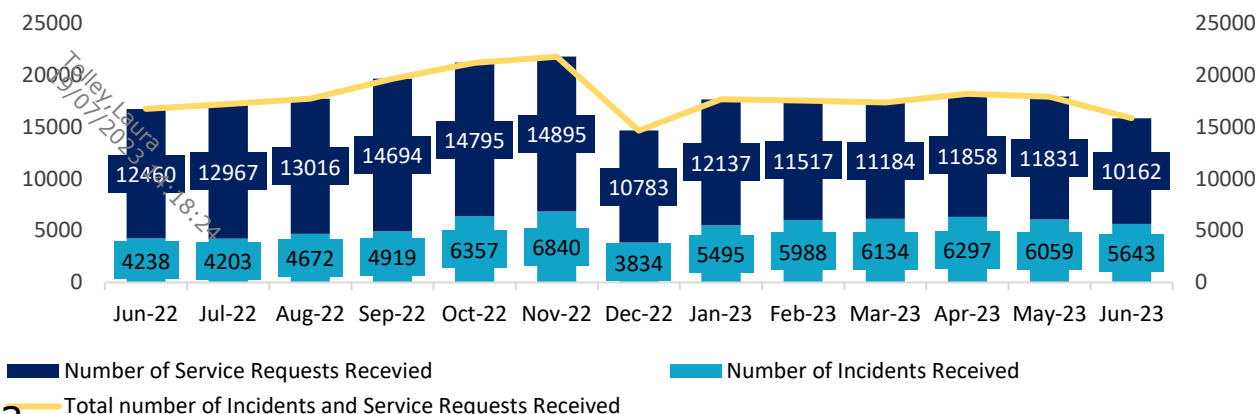
Telephone Abandoned Calls

- Telephone Call Abandonment
- Target
- Average Call Answer Time (seconds)
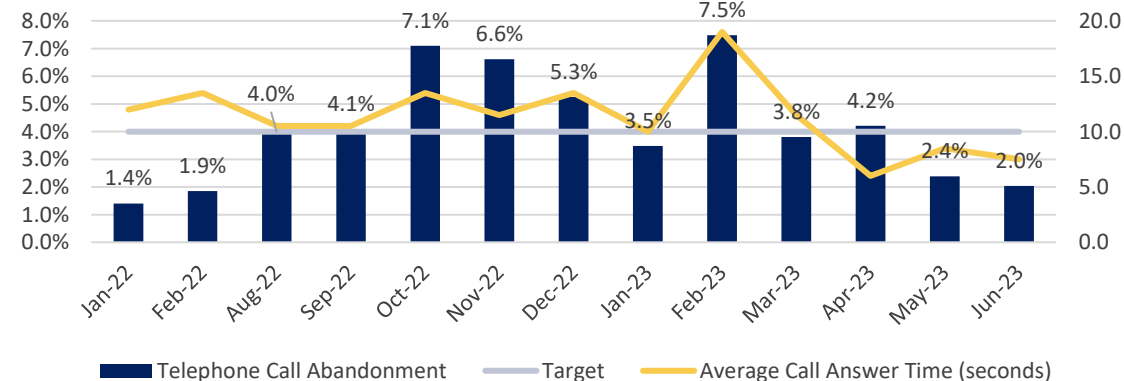
CLINICAL INCIDENTS:

There are four incident investigations underway, one of which was logged in March. There have been no new incidents were logged since March 23.

INFORMATION GOVERNANCE:

- In May 2023,
    - DHCW received six Freedom of Information (FOI) Act requests and three Subject Access Requests.
    - Six FOIs and four Subject Access Request were responded to in May 2023.
- In June 2023,
    - DHCW received one Freedom of Information (FOI) Act requests and no Subject Access Requests.
    - Four FOIs and no Subject Access Request were responded to in June 2023.
- All requests were responded to within the statutory timescales. A summary of the responses are provided on the next slide.
- One outstanding request has not been responded to within the statutory timescales and will be reported as part of next month's Management Board report

Response

Breach ● OnTime ● Breach ● % within target
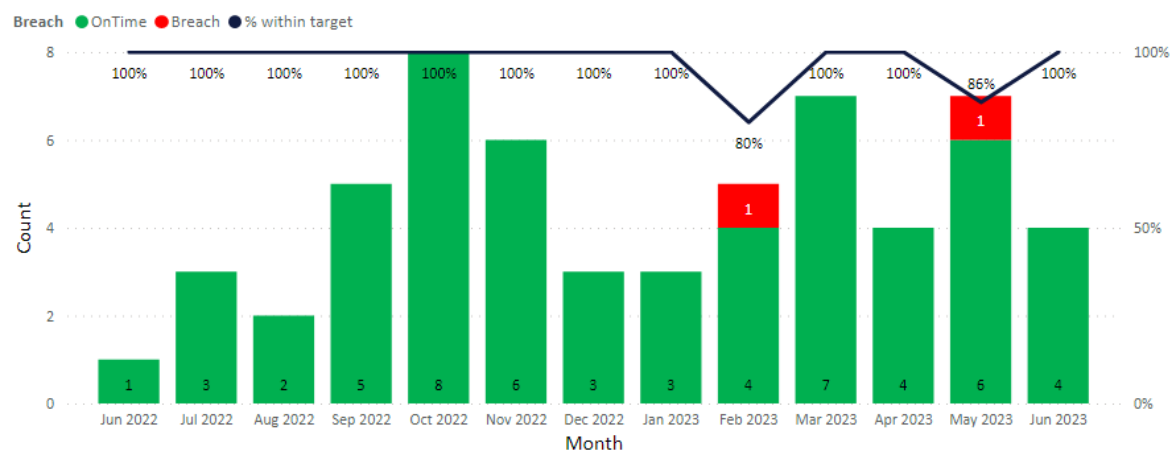
Diagram is for responses to Freedom of Information Act requests only.

JUNE 2023 BOARD PERFORMANCE REPORT

E N G A G E M E N T | S T R A T E G I C   E N G A G E M E N T

GIG
CYMRU
NHS
WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

PROGRESS

A revised Action Plan was approved at SHA Board in May 2023.

Strategic Engagement NHS Wales Partners

- Strategic engagement sessions held with BCUHB and PHW.

- HEIW has been rescheduled to July and CTM to September.

- Architecture workshop planned with HDD 14th July to support their digital transformation plans.

- Undertaking retrospectives with partners, first one planned 23rd August with ABUHB.

Engagement events and showcases

- Audience survey at MediWales 29th June to gain insight on DHCW information and intelligence services.

Resource

- Scrutiny approval for two of three posts for establishment of Engagement Team submitted.

- Work continues to approve new Job Descriptions

DHCW Professional Network for Engagement & Comms

- Established with 58 attendees and over 80 members

Partnerships

- Agreement drafted and with LSHW for review

- Meeting with CDPS to discuss collaborative working

- Meeting with TEC Cymru being arranged for early August to discuss partnership

Digital Inclusion

- Initiated review and mapping of research and best practice, report due for end August

- Launched Digital Inclusion patient survey

- Establishing DHCW Digital Inclusion working group.

- 31 digital champions trained to support community upskilling

Engagement Toolkit

- Planning of three 'Engagement Workshops' with NDR, DMC and Eyecare, in July to review stakeholder mapping and support development of refreshed engagement plans.

NHS WALES STRATEGIC ENGAGEMENT MEETINGS:

DATE	ORGANISATION
3rd May 2023	Welsh Ambulance Service Trust
24th May 2023	Hywel Dda University Health Board
28th June 2023	Betsi Cadwaladr University Health Board
30th June 2023	Public Health Wales
6th July 2023	NHS Wales Shared Services Partnership
26th July 2023	Health Education And Improvement Wales
31st July 2023	Cardiff and Vale University Health Board
13th Sept 2023	Aneurin Bevan University Health Board
20th Sept 2023	Velindre University NHS Trust
TBC	Hywel Dda University Health Board
4th October 2023	Powys Teaching Health Board
8th October 2023	Public Health Wales
25th October 2023	Welsh Ambulance Service Trust

OTHER STRATEGIC ENGAGEMENT ACTIVITIES:

DATE	ORGANISATION
24th May 2023	All Wales Digital Programme Leads Meeting
5th May 2023	DHCCB Meeting with Welsh Government
22nd May 2023	Care @ Home session with WG, TEC Cymru and WAST
2nd June 2023	DHCCB Meeting with Welsh Government
14th July 2023	Hywel Dda Digital Transformation workshop
23rd August 2023	ABUHB Partnership Retrospective
7th September 2023	All Wales Digital Programme Leads Meeting

● **SERVICE LEVEL AGREEMENT / SERVICE REVIEW MEETINGS:**

DATE	ORGANISATION
04th May 2023	Health Education and Improvement Wales (HEIW)
05th May 2023	Public Health Wales (PHW)
11th May 2023	Welsh Ambulance Services NHS Trust (WAST)
12th May 2023	Llais Cymru
9th June 2023	Velindre University NHS Trust (VUNHST)
5th July 2023	Cardiff & Vale University Health Board (CVUHB)
6th July 2023	NHS Wales Shared Services Partnership (NWSSP)
7th July 2023	Powys Teaching Health Board (PTHB)
7th July 2023	Velindre University NHS Trust (VUNHST)
10th July 2023	Aneurin Bevan University Health Board (ABUHB)
11th July 2023	Hywel Dda University Health Board (HDUHB)
12th July 2023	Swansea Bay University Health Board (SBUHB)
13th July 2023	Betsi Cadwaladr University Health Board (BCUHB)
18th July 2023	NHS Executive
24th July 2023	NHS Wales Finance Delivery Unit (FDU)
24th July 2023	Cardiff & Vale University Health Board (CVUHB)
27th July 2023	Cwm Taf Morgannwg University Health Board (CTMUHB)
28th July 2023	National Imaging Academy Wales (NIAW)
28th July 2023	Health Education and Improvement Wales (HEIW)
31st July 2023	Powys Teaching Health Board (PTHB)
3rd August 2023	Welsh Ambulance Service Trust (WAST)
8th August 2023	Velindre University NHS Trust (VUNHST)
10th August 2023	Public Health Wales (PHW)
14th August 2023	Velindre University NHS Trust (VUNHST)

- *All meeting cancellations for June's report were done so at the request of the health board organisations.*

Tolley, Laura
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JUNE 2023 BOARD PERFORMANCE REPORT

ENGAGEMENT | SERVICE RECIPIENT FEEDBACK: SERVICE DESK

GIG CYMRU
NHS WALES

Iechyd a Gofal
Digidol Cymru

Digital Health
and Care Wales

SUMMARY:

Customer Satisfaction levels remain above target at 94%.

W95050 – Gelligaer Surgery
I appreciate all the help I have received over the past month

SBU HQ Baglan
Very prompt and good follow up to ensure issue was resolved

Cwm Taf Morgannwg University Health Board
Prompt friendly efficient service

Health Education and Improvement Wales
Everyone is always so helpful

NWSSP – Companies House
Fast and good communications on how it was progressing
Digital Health and Care Wales
As always, the department provides excellent service, thank you

Velindre NHS Trust
Quick, friendly, explained the issue clearly

Customer Satisfaction

Jun-22: 96%, Jul-22: 95%, Aug-22: 96%, Sep-22: 98%, Oct-22: 97%, Nov-22: 96%, Dec-22: 94%, Jan-23: 95%, Feb-23: 96%, Mar-23: 95%, Apr-23: 96%, May-23: 94%, Jun-23: 94%

Legend: Customer Satisfaction, Survey Return Rate, Customer Satisfaction Target, Customer Dissatisfaction

ENGAGEMENT | Business Change Team - Feedback
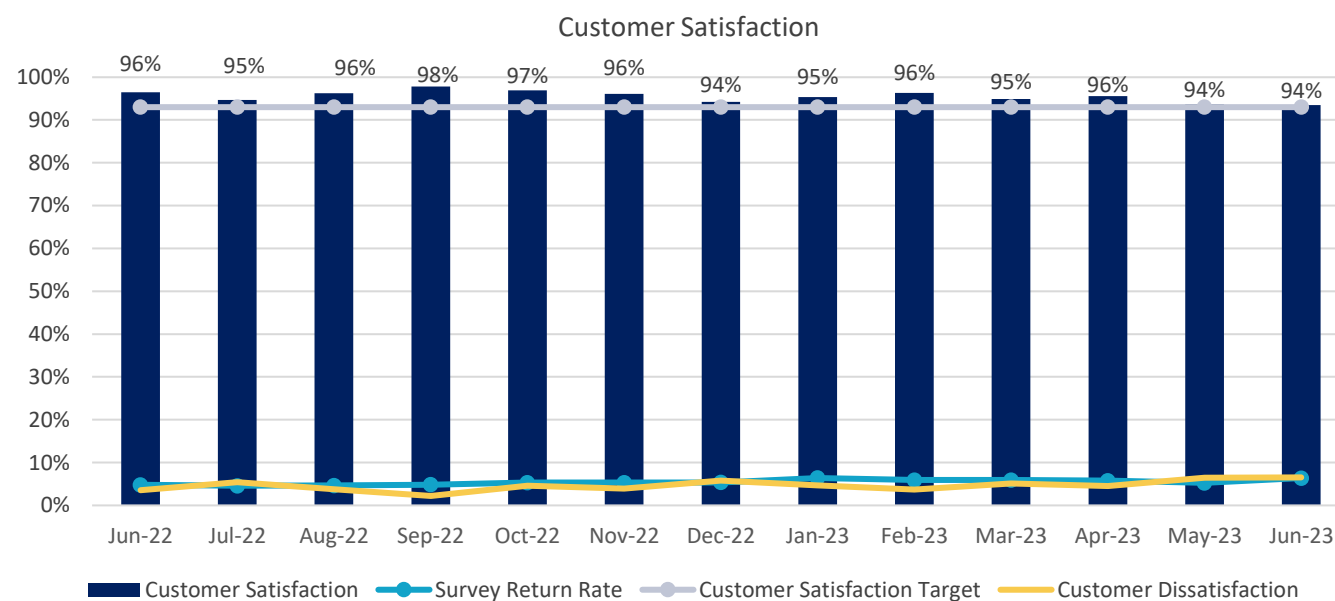
"'I'm getting there and finding completing the sections a lot easier now, thanks for your support" – Betsi Cadwaladr (WNCR)

"The more you do it, the quicker you get" – Hywel Dda (WNCR)

"Thank you for taking the time to train our Primary Care Team. We cant wait to get started using WNCR. Being able to look at patients Risk Assessments prior to them being transferred to us here will really support our planning" - Betsi Cadwaladr (WNCR)

"you have made my day, none of us knew we could set our wards! Thank you" – Hywel Dda (WNCR)

"The iPads have had a huge positive impact on my day to day work. I really struggled reading the paper documentation now I can increase the text. Thank you so much for your support" – Hywel Dda (WNCR)

"It's just about practise and getting used to where the new bits are and what you have to add." – Hywel Dda (WNCR)

Diolch!

23/23

DIGITAL HEALTH AND CARE WALES
RISK MANAGEMENT REPORT

Agenda Item	6.2

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Chris Darling, Board Secretary
Prepared By	Bethan Walters, Corporate Risk Manager
Presented By	Chris Darling, Board Secretary/Risk Owners

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: **NOTE** the Risk and Board Assurance Framework Workplan. **RECEIVE** and **DISCUSS** the status of the Corporate Risk Register including changes since the last meeting.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1 IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Delivering High Quality Digital Services

CORPORATE RISK (ref if appropriate)	All are relevant to the report

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 9001
If more than one standard applies, please list below: ISO 14001 ISO 20000 ISO 27001 BS 10008	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below: Safe Care Effective Care	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: Risk Management and Assurance activities, equally affect all. An EQIA is not applicable.	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below
	Additional scrutiny and clear guidance as to how the organisation manages risk has a positive impact on quality and safety.
LEGAL IMPLICATIONS/IMPACT	Yes, please see detail below
	Should effective risk management not take place, there could be legal implications
FINANCIAL IMPLICATION/IMPACT	Yes, please see detail below
	Should effective risk management not take place, there could be financial implications
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.

Author: Bethan Walters
Approver: Chris Darling

SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
BAF	Board Assurance Framework	WG	Welsh Government
NI	National Insurance	DPIF	Digital Priorities Investment Fund
DSPP	Digital Services for Patients and the Public	WICIS	Welsh Intensive Care Information Service
WASPI	Wales Accord on the Sharing of Personal Information	NDR	National Data Resource
SLA	Service Level Agreement	IMTP	Integrated Medium Term Plan
IRAT	Integration and Reference Team	ICU	Intensive Care Unit
ISD	Information Services Directorate	HBs	Health Boards
WG	Welsh Government	FDU	Finance Delivery Unit
SAIL	Secure Anonymised Information Linkage	CAPEX	Capital Expenditures
OPEX	Operating Expenditures	DU	Delivery Unit

2   SITUATION/BACKGROUND

2.1   The DHCW Risk Management and Board Assurance Framework (BAF) Strategy outlines the approach the organisation will take to managing risk and Board assurance.

2.2   The Risk and BAF workplan for 2023/24 includes progress of activity tracked on the forward workplan.

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   Board members are asked to consider risk, in the context of assurance 'what could impact on the Organisation being successful in the short term (1 – 12 months) and in the longer term (12 – 36 months)'.

Author: Bethan Walters
Approver: Chris Darling

3.2   The wider considerations regarding organisational risk factors have been previously stated but remain relevant. They include, sector, stakeholder, and system factors, as well as national and international environmental factors.

3.3   In considering environmental and international factors members should note the [World Economic Forum Long Term Global Risks Landscape (2023) report](#). This report considers risk from an international perspective, the report highlights a number of highly relevant areas for consideration by DHCW, which were discussed by Board members at the Board Development Day held on the 9 March 2023.

3.4   The below are key points to note/summaries from the World Economic Forum Term Global Risks Landscape (2023) for context and consideration by the Board:

Widespread cybercrime and cyber insecurity features in both the 2 year and 10 year top ten global risks by severity of impact.

A new Chapter – Digital rights: privacy in peril, has been included in the report. Key extracts from this section include:

Research and development into emerging technologies will continue at pace over the next decade, yielding advancements in AI, quantum computing and biotechnology, among other technologies. For countries that can afford it, these technologies will provide partial solutions to a range of emerging crises, from addressing new health threats and a crunch in healthcare capacity. For those that cannot, inequality and divergence will grow. In all economies, these technologies also bring risks, from widening misinformation and disinformation.

At a national level, a patchwork of fragmented data policy regimes at local or state levels raises the risk of accidental and intentional abuses of data in a manner that was not considered by the individual's original consent.

Developing a more globally consistent taxonomy, data standards, and legal definition of personal and sensitive information is a key enabler.

Spurred by both increased cyberattacks and tighter data laws, the voluntary disposal and destruction of personal data may become a stronger priority – with potential environmental co-benefits of minimizing data storage needs.

3.5   DHCW's [Corporate Risk Register](#) currently has 28 risks on the Register, 16 of which are detailed at item 6.2ii Appendix B. There are 12 Private risks, of which 10 are considered at every Digital Governance and Safety Committee and 2 are considered at Audit and Assurance Committee.

3.6   Board members are asked to note the following changes to the Corporate Risk Register 6.2ii Appendix B (new risks, risks removed and changes in risk scores) for the period 1 May 2023 to 30 June 2023:

NEW RISKS (6) 1 Private 5 Public

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Risk Ref	Risk Title	Risk Description
DHCW0320	Citizen and stakeholder trust in uses of Health and Social Care data	IF (i) DHCW does not articulate a costed plan to deliver citizen and stakeholder engagement and involvement around uses of Health and Social Care data, and (ii) Resources are not available to deliver the plan THEN it is less likely that stakeholders and patients be assured that current and proposed uses of Health and Social data in Wales are trustworthy RESULTING IN (i) potential challenges to proposed uses of data, and/or a loss of public/professional confidence, and (ii) a failure to realise the desired outcomes regarding 'data and collaboration' (effective and innovative uses of data, joined up services, better outcomes for individuals) set out in Welsh Government's Digital Strategy
DHCW0321	Sustainable funding for WASPI	IF a sustainable financial position cannot be found for funding to support the development and implementation of the WASPI Code of Conduct THEN key organisation stakeholders are unlikely to sign up to become code member organisations as DHCW would not be able to discharge Code responsibilities RESULTING IN a missed opportunity for enhancing data sharing standards across Wales and reducing missed opportunities with data sharing between agencies.
DHCW0322	NDR Phase 3 Funding	IF funding requested to deliver Phase 3 of the NDR Programme is not confirmed THEN resources cannot be committed to delivery RESULTING IN changes to the Phase 3 Business Justification Case, slower delivery, delayed benefits, and reduced value for money
DHCW0323	Costs for transition to and ongoing operational support/development of the NHS Wales App and platform of services	IF additional funding is not allocated to DSPP/DHCW to support transition (including resource capacity to learn/upskill) nor to establish an operational application support model/team, THEN staff may need to be moved away from other services or the NHS Wales App switched off, RESULTING IN non-delivery of objectives and a delay in benefits being realised, as well as reputational damage.
DHCW0324	Availability of Resources to Support the WICIS Programme	IF there is no additional funding to support required changes to the WICIS programme plan and contract THEN there is a risk of delays to implementation and dispute with the supplier RESULTING IN digital ICU systems and services not being available to users as planned.
DHCW0325	**PRIVATE**	**PRIVATE**

RISKS REMOVED (8) 3 PRIVATE 5 PUBLIC

Risk Ref	Risk Title	Risk Description	Statement
DHCW0264	Data Promise	IF the national conversation regarding the use of patient data (Data Promise) is delayed, THEN	Risk re-evaluated and replaced by Risk DHCW0320

		stakeholders and patients will not be assured that the proposed uses of Welsh resident data include sufficient controls to ensure data is treated responsibly, handled securely and used ethically. RESULTING IN (i) potential challenges to proposed uses of data, and/or a loss of public/professional confidence, and (ii) a failure to realise the desired outcomes regarding 'data and collaboration' (effective and innovative uses of data, joined up services, better outcomes for individuals) set out in Welsh Government's Digital Strategy.	
DHCW0304	NHS Wales SLA Income Increases	IF DHCW is not funded for committed additional spend to support current and new services THEN further cost pressures may become unmanageable RESULTING IN a decrease in resource to support services, reduction in IMTP deliverables and a possible deficit position reported.	All SLAs have now been signed off risk closed
DHCW0306	Switching Service – Succession	IF there is no succession plan for the Switching Service, and a continued reliance on an architecture design and software which is 20+ years old and beyond end-of-life with limited / diminishing skills in the IRAT team to support it THEN the service will become obsolete and any development of new mechanisms and automation for the acquisition of data to embrace the latest technologies enabling flexible local configuration will not be achievable RESULTING IN the potential for ISD being unable to make data available to WG, HBs, FDU and SAIL, as a key function of the Switching Service is to provide reports for Welsh Government. This would cause significant reputational damage	Downgraded to Directorate level for management once the roadmap for NDR and DHCW0269 has been shared

Tolley Laura
19/07/2023 14:18:24

		to DHCW and particularly so depending on when (date) it happens. It would also have knock-on effects to these agencies (FDU, DU etc.)	
DHCW0307	Switching Service – Responsive Development	IF Welsh Government requirements for more in-depth data are requested, it may not be possible as the Switching Service is too complex to modify and amend in order to meet any new demands made upon it, as there is a reliance on legacy software (20+ years old) and limited / diminishing skills in the IRAT team to support it THEN any amendments to reflect changing service requirements or design cannot be made, and will therefore hold back any development and enhancement of the service to meet future needs RESULTING IN the service becoming obsolete and any development of new mechanisms and automation for the acquisition of data to embrace the latest technologies enabling flexible local configuration will not be achievable.	Amalgamated with DHCW0306 and reduced to Directorate level for management
DHCW0319	**PRIVATE**	**PRIVATE**	Downgraded to directorate level for management
DHCW0280	**PRIVATE**	**PRIVATE**	Risk amalgamated with DHCW0315 to be managed as one risk
DHCW0309	**PRIVATE**	**PRIVATE**	Risk mitigated and closed
DHCW0312	Digital Cost Pressure – Exchange Rate Fluctuation Risk	IF the exchange rates for digital services contracts materially and directly currency linked THEN there will be an increased cost pressure for the IMTP period, RESULTING IN an increased risk to the organisations ability to reach a break-even position.	DHCW has incorporated monitoring processes as part of a recurrent finance/commercial meeting. Score downgraded and lowered to Directorate level as has met the target.

RISKS WITH A CHANGE IN SCORE (3)
There were three changes in score during the period

Risk Ref	Risk Title	Risk Description	Statement
DHCW0259	Staff Vacancies	IF DHCW are unable to recruit to vacancies due to skills shortages	Increased in likelihood score increase

		and unavailability of suitable staff THEN this will impact on service deliverables and timescales RESULTING in delays to system support and new functionality for NHS Wales users.	
DHCW0269	Switching Service – Data warehouse	IF the current automated switching service fails before new NDR platform is live THEN data will be need to be manually acquired into the ISD Data Warehouse RESULTING IN an increased resource requirement to maintain updates to multiple reporting systems. The lack of ability to upgrade or to develop the Switching Service will also mean that ISD may be unable to meet any new demands for information.	Decreased in likelihood score reduced
DHCW0313	Digital Cost Pressure – Service Model Changes	IF externally and internally sourced service provision models change resulting in movement from CAPEX based solutions to OPEX THEN there will be an increased cost pressure for the IMTP period, RESULTING IN an increased risk to the organisations ability to reach a break-even position.	Decreased in likelihood score reduced

3.7 The Board are asked to consider the DHCW Corporate Risk Register Heatmap showing a summary of the DHCW risk profile. The Board should note the increase in the number of financial pressure risks added to the corporate risk register over the past ten months and the change of organisational risk profile as a result and the potential threats and opportunities this risk profile gives DHCW. The key indicates movement since the last risk report.

Tolley,Laura
19/07/2023 14:18:24

Author: Bethan Walters
Approver: Chris Darling
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CONSEQUENCES	LIKELIHOOD				
	RARE (1)	UNLIKELY (2)	POSSIBLE (3)	LIKELY (4)	ALMOST CERTAIN (5)
CATASTROPHIC (5)			**DHCW0277 ⟷ **DHCW0278 ⟷ **DHCW0279 ⟷ **DHCW0281 ⟷ **DHCW0282 ⟷ **DHCW0317 ⟷ DHCW0299 – Supplier capacity to support EPS ⟷	**DHCW0315 ⟷	
MAJOR (4)			DHCW0263: DHCW Functions ⟷ DHCW0296 – Allergies/Adverse Reactions – Single Source DHCW0308 - Sustainable funding for NIIAS ⟷ **DHCW0310 ⟷ DHCW0320 – Citizen and stakeholder trust in use of HSC data ★ DHCW0323 - Costs for transition to and ongoing operational support/development of the NHS Wales App and platform of services ★	DHCW0259: Staff Vacancies ⬆ DHCW0292 – Insufficient human resource capacity ⟷ DHCW0300 – Canisc (Screening and Palliative Care) ⟷ **DHCW0301 ⟷ DHCW0316 – Technical Debt Accumulation ⟷ **DHCW0318 ⟷ DHCW0322: NDR Phase 3 funding ★ DHCW0324 – Availability of resources to support the WICIS Programme ★ **DHCW0325 ★	**DHCW0298 ⟷
MODERATE (3)			DHCW0269 – Switching Service – Data warehouse ⬇	DHCW0237: New requirements impact on resources and plan ⟷ DHCW0321 – Sustainable funding for WASPI ★ DHCW0313 – Digital Cost Pressure – Service Model Changes ⬇	
MINOR (2)					
NEGLIGIBLE (1)					

★ New Risk   ⟷ Non-Mover   ⬇ Reduced   ⬆ Increased   **Private risks

3.8 All the risks on the Corporate Risk log are assigned to a Committee as outlined in the Risk Management and Board Assurance Framework Strategy to provide the SHA Board with the necessary oversight and scrutiny. As previously stated, the private (commercially sensitive, cyber and security related) risks are reviewed in detail by the Committee's in a private session.

3.9 The annual review of DHCW's risk appetite and associated information was signed off during the May 2023 SHA Board.

4 KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1 The Board is asked to note the recent changes in the corporate risk profile, as a result of the escalation of five new risks, change in score of three risk and the removal of eight risks.

5 RECOMMENDATION

5.1 The Board is being asked to:
NOTE the Risk and Board Assurance Framework Workplan.
RECEIVE and DISCUSS the status of the Corporate Risk Register including changes since the last meeting.

6 APPROVAL / SCRUTINY ROUTE

Tolley,Laura
19/07/2023 14:18:24

Author: Bethan Walters
Approver: Chris Darling
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Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Risk Management Group	04/07/2023	Discussed and verified
Management Board	13/07/2023	Discussed and verified

Author: Bethan Walters
Approver: Chris Darling

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DIGITAL HEALTH AND CARE WALES
FINANCIAL REPORT FOR THE PERIOD ENDED
30 JUNE 2023

Agenda Item	6.3

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Claire Osmundsen-Little, Executive Director of Finance
Prepared By	Mark Cox, Associate Director of Finance
Presented By	Claire Osmundsen-Little, Executive Director of Finance

Purpose of the Report	For Noting
Recommendation	
The Board is being asked to: **NOTE** the contents of the financial report for June 30th, the actions taken to ensure the forecast year end achievement of key financial targets and the current status of 2022/23 financial accounts.	

Tolley,Laura
19/07/2023 14:18:24

1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	n/a

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
n/a	

HEALTH CARE STANDARD	N/A

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	Yes, please see detail below
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms

DHCW	Digital Health and Care Wales	DPIF	Digital Priority Investment Fund
SLA	Service Level Agreement	PSPP	Public Sector Payment Policy
DSPP	Digital Services for Patients & Public	NDR	National Data Resource
VAT	Value Added Tax	HMRC	His Majesty's Revenue & Customs
IM&T	Information Management & Technology	LINC	Laboratory Information Network Cymru
RISP	Radiology Informatics System Procurement	DPIF	Digital Priority Investment Fund

2   SITUATION / BACKGROUND

2.1   The purpose of this report is to present DHCWs financial performance and issues to June 30th, 2023 and assess the key financial projections, risks and opportunities for 2023/24.

2.2   DHCW receives funding to support 3 main activities:

- Ongoing provision of core services via Welsh Government & NHS organisation's (which is delegated to directorate budgets).
- COVID-19 Response systems & activity (supported as agreed with Welsh Government) and
- Welsh Government Digital Priority Investment Fund allocations to support discrete development and implementation programmes & projects.

2.3   DHCW is required by statutory provision not to breach its financial duty (to secure that its expenditure does not exceed the aggregate of its resource allocations and income received). This duty applies to both capital and revenue resource allocations. In terms of key Organisational financial performance indicators, they can be brigaded as follows:

The two key statutory financial duties are:

- To remain within its Revenue Resource Limit
- To remain within its Capital Resource Limit

Additional financial targets are:

- **Public Sector Payment Policy (PSPP):** The objective for the organisation All NHS Wales bodies are required to pay their non-NHS creditors in accordance with HM Treasury's

Board Finance Report – June Performance   Page 3 of 7   Author: Mark Cox
Approver: Claire Osmundsen-Little
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public sector payment compliance target. This target is to pay 95% of non-NHS creditors within 30 days of receipt of goods or a valid invoice (whichever is the later) unless other payment terms have been agreed with the supplier.

- **Cash:** Manage residual year end balances to a maximum of £2m.

3 SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1 Annual Accounts 2022/2023

DHCW has reported achieved its statutory duties and administrative targets as set out in section 172 of the National Health Service (Wales) Act 2006 for the financial year with Audit Wales submitting an unqualified opinion after their recent review of the end of year financial statements.

The financial duty has been met with the accounts presenting a revenue underspend of £0.204m (0.1% of available funding) and a capital underspend of £0.088m (0.8% of available funding).

The financial statements were considered and approved at the Audit & Assurance Committee session of July 17th with final SHA Board approval scheduled for 27th before sign off from the Auditor General on 28th July.

3.2 Financial Performance April 1st 2023 – June 30th 2023

2023/24 June Financial Performance

Quarter 1 spend run rates are slightly lower than plan for both pay and non pay reflecting in the overall underspend position. This was notably in pay reflecting in a lag in recruitment due, in part, to a delay in the timely approval of the DPIF schemes. DHCW are still awaiting confirmation for the Cyber and Data Centre Move funding letters. The finance team have taken the lead to secure the funding and approval of the LINC and RISP business cases in the quarter and are now focused on the financial implications of the transfer of the eye care programme.

The performance highlights for quarter one against key finance measures are as follows:

- **Core Operations**: DHCW is reporting forecast achievement of all financial targets with performance summarized as follows:
  - **Revenue performance:** DHCW is reporting a revenue underspend of £0.081m for the period to June 30th.
  - **Capital performance**: spend to date is £2.086m of the total Capital Resource Limit (CRL) of £13.047m, this represents an underspend of £0.032m against period plan.
  - **The target Public Sector Payment Policy (PSPP)** of 95% has been exceeded with 98% of non-NHS invoices being paid within 30 days.
  - **Savings:** The initial £2.4m savings target has been supplemented by a further £1.9m requirement to support the organisations breakeven position with an overachievement of £0.210m against plan for the period.

Board Finance Report – June Performance   Page 4 of 7   Author: Mark Cox
Approver: Claire Osmundsen-Little
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- ➢ **Forecast End of Year position:** DHCW is forecasting breakeven position for revenue and breakeven for capital.
- ➢ **Cash Management -** Cash balances stood at £5.7m at the end of June (a slight increase of £2.3m from April). July will see the sizable Microsoft payment and this will need to be carefully managed.
- ➢ **Financial Risk –** Identified risks include:
  - • General Digital Inflation - The underlying digital price changes continue to be identified, quantified and managed.
  - • Under delivery of Saving Schemes - Savings programme will be continually monitored with opportunities for over achievements identified.

- ➢ **Opportunities** – The Microsoft VAT recovery exercise has entered an extremely technical phase with queries raised related to system architecture and operating model. DHCW continues to work with our tax advisors and HMRC in order to reach a positive outcome.

- • **COVID-19**: The revised revenue allocation to support COVID 19 Digital Solutions is £8.35m. To June £1.178m (14%) of revenue allocation had been spent with an increasing expenditure run rate dependent on letter and text messaging requirement for the year.

- • **Digital Priority Investment Fund:** Revenue funding of £38.4m and capital funding of £10.433m (after disbursements to other NHS organisations). Management of project spend profiles remain a key activity with continued focus upon steady state funding once transition to service has been completed.

  - o Radiology Informatics Systems Programme (RISP)
    - ▪ Engagement with organisations continues, an All-Wales Deployment Order will be signed off by each Health Board/Trust Chief Executive by the 31st July 2023.
    - ▪ The Master Services Agreement ("MSA") is currently being prepared for execution and is anticipated to be signed before the end of July.
    - ▪ All local Deployment Orders scheduled to be completed and signed by 31st July 2023 (subject to final agreement).

  - o Laboratory Information Network Cymru (LINC)
    - ▪ Engagement with organisations regarding scope/functionality and financial support continuing.
    - ▪ Formal approval to proceed with agreed contingency action actions will be secured prior to DHCW SHA Board approval.

  - o NHS Wales Eye Care Digitisation Programme
    - ▪ The formal financial transition of the programme continues with construction of the statement of Current and Non-Current Assets/Liabilities. This financial statement will be approved by both Cardiff & Vale Health Board and DHCW Chief Executives with Audit Wales providing an opinion of accuracy.
    - ▪ Welsh Government have agreed to a "pause" in the rollout of OpenEyes, to support the transition to DHCW and the effective re-alignment of the application.

- DHCW will look to support the construction of a revised plan, deliverables with associated funding requirement.

3.3 HIGH LEVEL PERFORMANCE AGAINST KEY TARGETS

The following table presents a summary indicator of performance against key financial targets.

Movement indicators articulate a positive movement (upwards arrow), negative movement (downwards arrow) or no movement (sideways arrow). As this is the first reporting period no movement has been logged.

Key	RAG
Good Performance /On Target	
Management intervention required	
Target materially missed or at risk – Director intervention required	

Table 1:Performance against KPI's

Indicator	Cumulative Performance	Forecast Outlook	Comment
Revenue Breakeven (To secure that the organisations expenditure does not exceed aggregated income)	£0.081m decrease from £0.038m overspend ⬆ Movement	£0.0m Breakeven ⬌ Movement	Small period operational underspend of £0.081m has been recorded to the end of June. Positive variance against plan. DHCW is forecast to breakeven by the end of the financial year.
Remain within Capital Expenditure Limit (To ensure net Capital Spend does not exceed the Capital Expenditure Limit)	£0.032m Underspend, from breakeven ⬆ Movement	Breakeven ⬌ Movement	The current capital funding envelope is £13.047m, DHCW is reporting a £2.086m capital spend to date.
Public Sector Payment Policy (To pay a minimum of all non NHS creditors within 30 days of receipt of a valid invoice)	98% decrease by 1% ⬇ Movement	95% ⬌ Movement	PSPP target achieved. Target – 95%, Actual 98%.
Cash Balances Appropriate balances to meet creditor requirements	£5.7m Increase from £2.3m ⬆ Movement	Positive Cash Balance <£2m ⬌ Movement	Cash balance on June 30th has increased in by £3.4m. Cash balances will continue to be managed down to the end of year target of £2m.

	Movement	Movement	

4. RECOMMENDATION

4.1 The Board are requested to **NOTE** the contents of the financial report for June 30th, the actions taken to ensure the forecast year end achievement of key financial targets and the current status of 2022/23 financial accounts.

5. APPROVAL/SCRUITINY

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Management Board	July 2023	Noted
Claire Osmundsen-Little	July 2023	Approved

Tolley,Laura
19/07/2023 14:18:24

Board Finance Report – June Performance   Page 7 of 7   Author: Mark Cox
Approver: Claire Osmundsen-Little
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SHA Board Briefing
Financial Performance: Period to June 30ᵗʰ 2023

Claire Osmundsen-Little

July 2023

CONTENTS

2022/23 Financial Performance

- Summary Performance
- Revenue Run Rate
- Capital Performance

2023/24 Financial Performance

- Summary Performance
- Revenue Performance
  - ➤ Organisational Run Rate
  - ➤ Core Directorate Performance
  - ➤ Savings Performance
  - ➤ COVID Response
  - ➤ Digital Priorities Investment
- Capital Programme
- Risks & Opportunities

Recommendations

Tolley,Laura
19/07/2023 14:18:24

2

DIGITAL HEALTH AND CARE WALES   JUNE 2023

FINANCIAL UPDATE | OVERVIEW

The purpose of this report is to present DHCWs financial position to date and assess the key financial projections, risks and opportunities for the financial year. The report advises the Board of the Annual Accounts status for 2022/23 and the Financial Performance and issues of the current financial year to June 2023.

- The report sets out the financial position as at the end of June 2023 against current budgets.

- DHCW receives funding to support 3 main activities:
    1. Ongoing provision of core services via Welsh Government & NHS organisations (which is delegated to directorate budgets).
    2. COVID-19 Response systems & activity (supported as agreed with Welsh Government) and
    3. Welsh Government Digital Priority Investment Fund allocations to support discrete development and implementation programmes & projects.

- The report provides an overview of activity taken to ensure the delivery of a balanced financial plan and that future resource requirements can be supported financially.

Digital Health and Care Wales

Tolley, Laura
19/07/2023 14:18:24

FINANCE UPDATE|2022/23 FINANCIAL ACCOUNTS

The 2022/23 End of Year accounts process are almost complete.

Performance against statutory requirements

DHCW has received an unqualified audit opinion and met its statutory targets namely:
The first financial duty to not spend more that our funding for the financial year has been met by recording a £0.204m (0.14%) underspend in revenue and £0.088m in capital (0.75%).

Final Accounts Timetable

- Tuesday 18th July Audit & Assurance Committee submitted for approval

- Thursday 27th July Board for Approval of the Annual Accounts, Remuneration   Report, Accountability Report and Performance Report

- Friday 28th July Auditor General for Wales will sign and submit the accounts on the 28th July.

- Thursday 28th September Annual General Meeting AGM

Digital Health and Care Wales

Tolley Laura
19/07/2023 14:18:24

DHCW is reporting achievement against plan of all of the key financial indicators for the period

Achieved

Indicator	Cumulative Performance	Forecast Outlook	Comment
Revenue Breakeven (To secure that the organisations expenditure does not exceed aggregated income)	£0.081m increase from £0.038m overspend ⬆ Movement	£0.0m Breakeven ⬌ Movement	Small period operational underspend of £0.081m has been recorded to the end of June. Positive variance against plan. DHCW is forecast to breakeven by the end of the financial year.
Remain within Capital Expenditure Limit (To ensure net Capital Spend does not exceed the Capital Expenditure Limit)	£0.032m Underspend, from breakeven ⬆ Movement	Breakeven ⬌ Movement	The current capital funding envelope is £13.047m, DHCW is reporting a £2.086m capital spend to date.
Public Sector Payment Policy (To pay a minimum of all non NHS creditors within 30 days of receipt of a valid invoice)	98% decrease by 1% ⬇ Movement	95% ⬌ Movement	PSPP target achieved. Target – 95%, Actual 98%.
Cash Balances Appropriate balances to meet creditor requirements	£5.7m Increase from £2.3m ⬆ Movement	Positive Cash Balance <£2m ⬌ Movement	Cash balance on June 30th has increased by £3.4m. Cash balances will continue to be managed down to the end of year target of £2m.

SUMMARY:

- The revised savings requirement including the additional identified target of £1.9m has now been deployed to Directorates for delivery.

- DHCW will continue to increase cash balances in order to support payment of the Microsoft invoice in August.

- Pay underspend continues to exceed the planned vacancy factor, supplemental third party capacity will be addressed via the strategic resourcing group.

- Subject to meeting the required savings target the forecast is for the organisation to breakeven.

- Capital is underspent by £0.032m in Digital.

The organisational run rate is given below showing the run rate for £163.1m of expenditure. At the end of quarter one DHCW spent £15.4m on pay and £22.9m on non pay. The increase in pay is reflecting the increase of staff in Digital schemes by the end of the year. The run rate does not include pay award to be paid in July and non pay is influenced by key programme deliverables.

Organisational Expenditure Run Rate £M

■ Pay Actual + Forecast £   ■ Non Pay Actual + Forecast £

£38.3m spend to date.
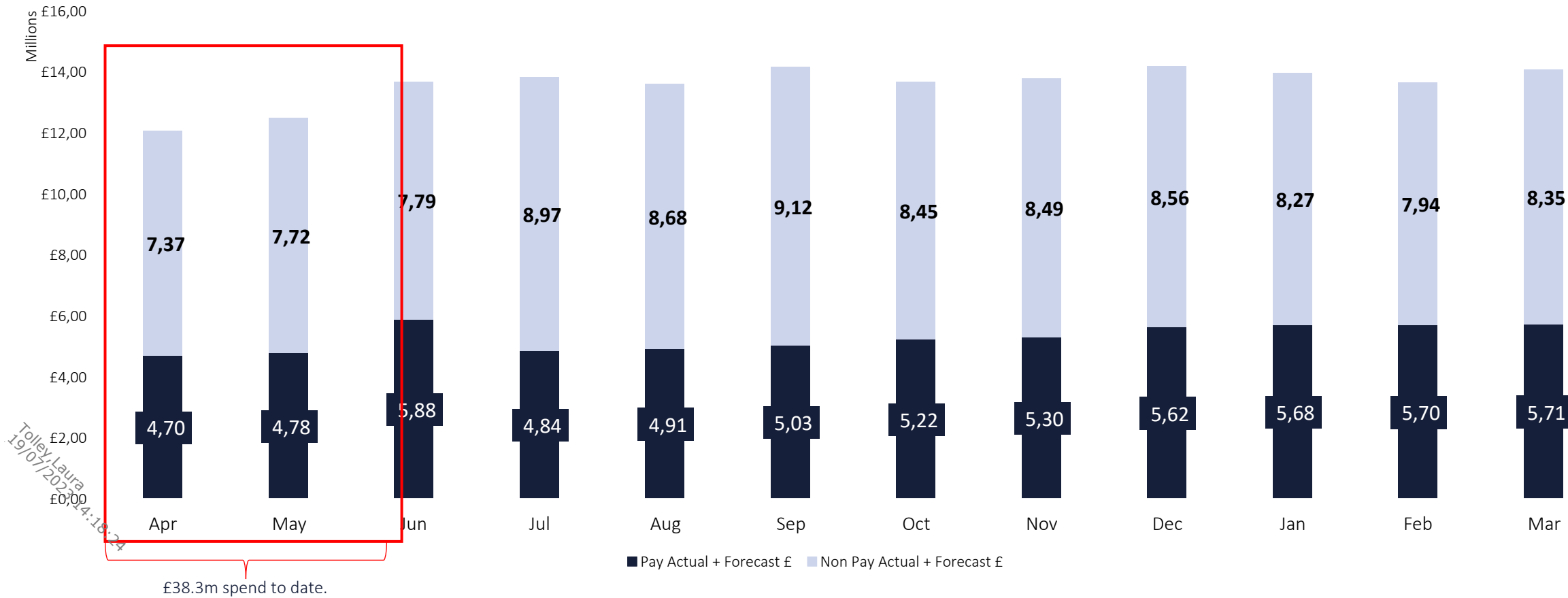
FINANCIAL UPDATE | CORE REVENUE PERFORMANCE

In June, DHCW is reporting a small revenue underspend of £0.081m. The continued recruitment lag is currently supporting cost pressures and savings targets in the ICT infrastructure in Operations. The additional savings target of £1.9m is previously reported under the Central Budgets has been allocated to Directorates.

Directorate Contributions to JUNE organisational EXPENDITURE £000's
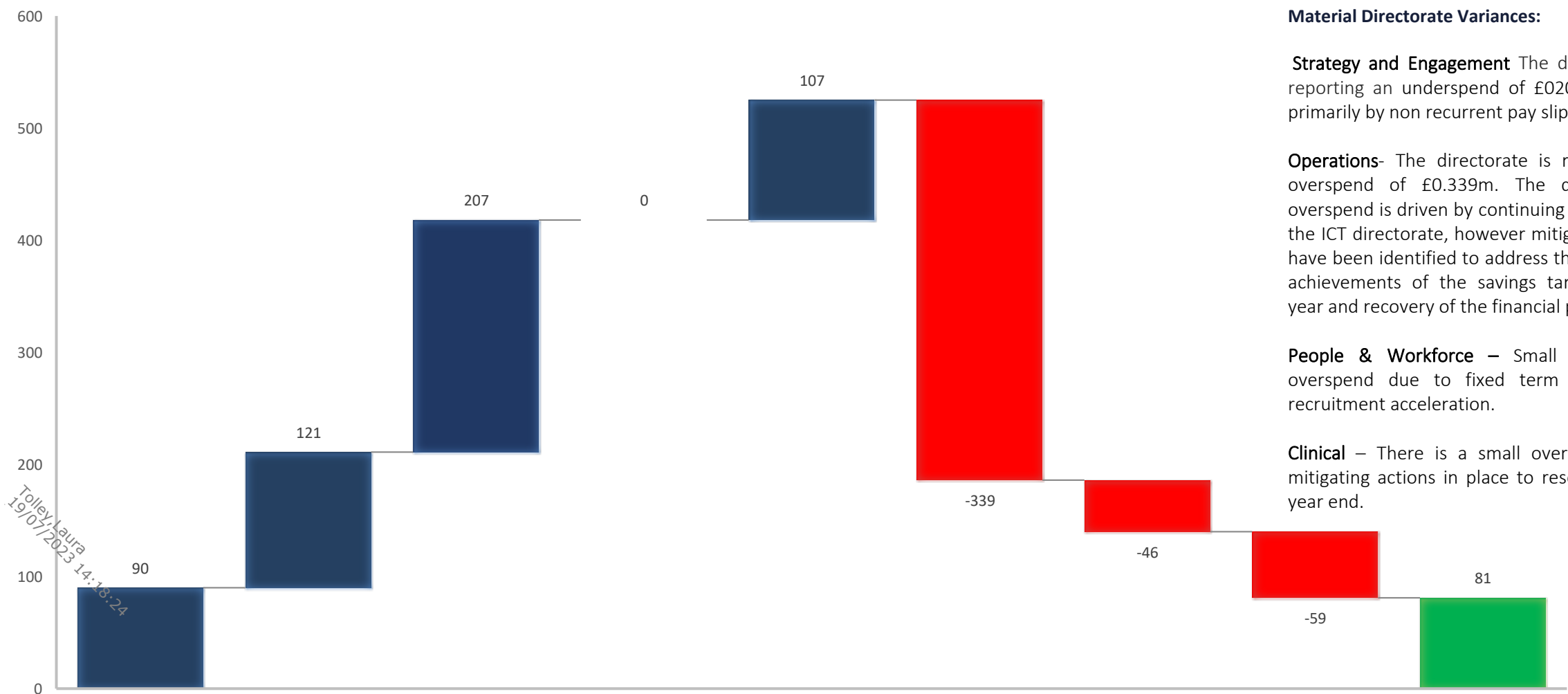
Material Directorate Variances:

Strategy and Engagement The directorate is reporting an underspend of £0207m. Driven primarily by non recurrent pay slippage.

Operations- The directorate is reporting an overspend of £0.339m. The quarter one overspend is driven by continuing pressures in the ICT directorate, however mitigating action have been identified to address the continued achievements of the savings target for the year and recovery of the financial position.

People & Workforce – Small short term overspend due to fixed term to support recruitment acceleration.

Clinical – There is a small overspend, with mitigating actions in place to resolve this for year end.

FINANCE UPDATE | DPIF REVENUE PERFORMANCE

- The organisation has recorded £8.005m cumulative revenue spend against DPIF schemes to June. The anticipated agreed DPIF revenue allocation is projected to total £38.4m in 23-24.

Scheme	Annual Plan £000's	Period plan £000's	Period Actual £000's	Residual Spend £000's	Residual Spend %
National Data Resource	7,842	1,441	1,448	6,394	82%
Digital Medicines	6,988	892	916	6,072	87%
Digital Services For Patients & Public	5,377	1,305	1,995	3,382	63%
WCCIS - Priority Investment	3,772	779	1,386	2,386	63%
WPAS acceleration	2,447	612	590	1,857	76%
Digital Maternity Cymru: Scoping and Discovery	1,891	531	295	1,596	84%
CANISC - Clinical Functionality	1,977	443	443	1,534	78%
Datacentre Migration	1,490	-	-	1,490	100%
LINC: Laboratory Information Network Cymru	1,776	444	402	1,374	77%
Radiology Informatics System Procurement Programme	954	239	105	849	89%
Digitilisation of Nursing	979	220	178	801	82%
Cyber Security Investment Plan	727	-	-	727	100%
Digital Intensive Care Unit	561	91	59	502	89%
Digital Business Change Network	510	84	30	480	94%
Cross Border Pathways	464	45	55	409	88%
Business Change network and Benefits Realisation	412	103	103	309	75%
MSC Digital Skills for Health and Care Professions	182	-	-	182	100%
Total	**38,349**	**7,229**	**8,005**	**30,344**	**79%**

A residual funding total of £30.3m (79% of plan) remains to be spent prior to year.

Finance leads will review quarter one results and assess "degree of spend confidence".

Confidence will test the recruitment and supplier delivery milestones given the emerging funding confirmation.

At the end the end of June, DHCW had a capital spend of £2.086m against the annual Capital Resource Limit of £13.047m. Work for DSPP is progressing ahead of plan, with the Data centre move has impacted on the discretionary spend to date. Notably RISP funding of £2.136m has been approved in July.

Scheme	CRL Annual Forecast £000's	Annual Forecast £000's	Period Plan £000's	Period Actual £000's	Under/-Overspend £000's	Residual Spend £000's
Discretionary						
Infrastructure Communications Technology	2,414	2,414	1,011	1,011	0	1,403
Facilities & Decarbonisation	200	200	69	69	0	131
Total Discretionary	**2,614**	**2,614**	**1,080**	**1,080**	**0**	**1,534**
Digital Priority Investment						
Digital Services for Patients & Public	980	980	545	545	0	435
Digital Medicines Transformation Portfolio	59	59	0	0	0	59
RISP	2,136	2,136	44	44	0	2,092
LINC	2,047	2,047	367	332	35	1,715
Digital Maternity	240	240	0	0	0	240
Digital Intensive Care Unit	4,707	4,707	82	84	-2	4,623
WPAS	264	264	0	0	0	264
Total Digital Priority Investment	**10,433**	**10,433**	**1,038**	**1,006**	**32**	**9,427**
Total Capital Plan	**13,047**	**13,047**	**2118**	**2,086**	**32**	**10,961**

Area	Annual Plan £000's	April Spend £000's	May Spend £000's	June Spend £000's	Total Q1 Spend £000's
Discretionary Capital Breakdown					
Application Software Licences	299	0	0	0	0
Client Services	320	0	0	0	0
Core ICT	259	0	0	0	0
Facilities & Decarbonisation	200	69	0	0	69
DC2T	1,218	380	139	382	901
NIIAS	319	0	0	20	20
Total Discretionary Capital Spend	**2,614**	**451**	**139**	**441**	**1,080**

At the end the end of June, spend against discretionary capital schemes is to plan with substantial activity recorded to support the datacentre migration project,

Timey,Laura
19/07/2023 14:18:24

The savings performance including the additional actions to deliver a balanced Annual Plan. All saving targets have been devolved to Directorates by end of Q1.

Updated Savings Target 2023/24 £m
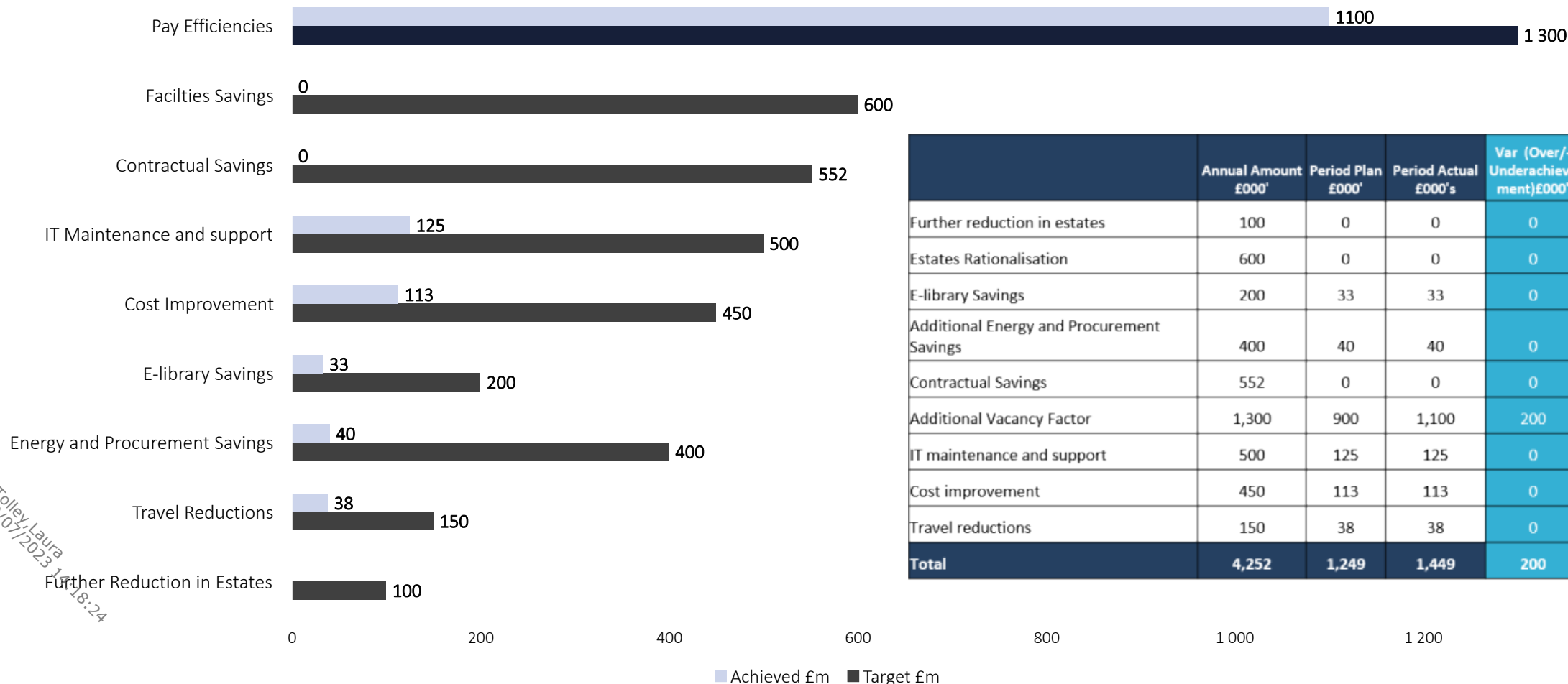
	Annual Amount £000'	Period Plan £000'	Period Actual £000's	Var (Over/-Underachievement)£000'	Residual Requirement £000'
Further reduction in estates	100	0	0	0	100
Estates Rationalisation	600	0	0	0	600
E-library Savings	200	33	33	0	167
Additional Energy and Procurement Savings	400	40	40	0	360
Contractual Savings	552	0	0	0	552
Additional Vacancy Factor	1,300	900	1,100	200	200
IT maintenance and support	500	125	125	0	375
Cost improvement	450	113	113	0	337
Travel reductions	150	38	38	0	112
Total	4,252	1,249	1,449	200	2803

FINANCIAL UPDATE | SAVINGS PLAN PERFORMANCE

The organisational savings target is £4.252m for the year, with £1.3m for vacancy factor. All savings schemes have been devolved to the Directorates shown below

Area	Board & Corporate £000's	Clinical Directorate £000's	Executive Team £000's	Finance & Business Assurance £000's	Operations £000's	People & Workforce £000's	Strategy & Engagement £000's	Primary Care £000's	TOTAL £000's
Further reduction in estates	100								100
Estates Rationalisation	400				200				600
E-library Savings		200							200
Additional Energy and Procurement Savings					400				400
Contractual Savings				552					552
Additional Vacancy Factor	44	132		98	798	32	176	20	1300
IT maintenance and support					500				500
Cost improvement	12	9	15	55	326	8	19	6	450
Travel reductions		32	10	18	74	7	6	3	150
Total	556	373	25	723	2,298	47	201	29	4,252

Current Delivery Level of Confidence	£000's	% of Total Plan
High/Delivered	3,352	79%
Moderate/Action Required	800	19%
Low/No current Plan	100	2%
Total	4,252	100%

Currently there is a high degree of confidence (and possibly overachieve) the savings target for 2023/24. Formal documentation and monitoring processes are to be finalised and incorporated as part of the monthly Management Board and directorate financial updates.

DHCW Financial Risks and Opportunities are summarised below.

Financial Risks

General Digital Inflation & Contractual Energy Cost increases:
The underlying digital price pressures and energy prices continue to be identified, quantified and managed.

Under delivery of Saving Schemes   (£0.1)   Low
Savings programme will be continually monitored with opportunities for over achievements identified.

Financial Opportunities

- **Microsoft VAT Recovery:** Discussions continue with our VAT advisors and HMRC are ongoing.

  Vacancy Management   (£0.5m)   Medium
  Further opportunities in Pay if planned recruitment doesn't materialise.

Tolley, Laura
19/07/2023 14:18:24

FINANCE UPDATE | RECOMMENDATIONS

DHCW Board are requested to:

➢ Note the status of the Financial Accounts.

➢ Note June 2023 financial performance and the actions taken to ensure revenue breakeven for 2023/24.

Tolley, Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
SENIOR INFORMATION RISK OWNER (SIRO) ANNUAL REPORT

Agenda Item	6.4

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Sam Lloyd, Executive Director of Operations
Prepared By	Carwyn Lloyd-Jones, Darren Lloyd, Rachael Powell, Jamie Graham, Sian Evans and Ian Cox
Presented By	Sam Lloyd, Executive Director of Operations

Purpose of the Report	For Approval
Recommendation	

SHA Board is being asked to:
APPROVE the Senior Risk Owner (SIRO) Annual Report

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1   IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	Delivering High Quality Digital Services

CORPORATE RISK (ref if appropriate)	DHCW0263, DHCW0264, DHCW0269

WELL-BEING OF FUTURE GENERATIONS ACT	A healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	ISO 27001
If more than one standard applies, please list below: BS10008	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A	
No, (detail included below as to reasoning)		Outcome: N/A
Statement: This is a report		

Workforce EQIA page

APPROVAL/SCRUTINY ROUTE:		
Person/Committee/Group who have received or considered this paper prior to this meeting		
COMMITTEE OR GROUP	DATE	OUTCOME
DHCW Management Board	24/04/2022	NOTED

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL	No, there are no specific financial implication related to the activity outlined in this report

IMPLICATION/IMPACT	
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

2   SITUATION/BACKGROUND

This report has been prepared for the DHCW board to provide assurance relating to the policies and procedures that the Special Health Authority has in place to manage information risks.

In particular, the report provides:
- Introduction to the Information Risk Management Approach in DHCW.
- A summary of key developments relating to improving Information Risk Management in the financial year 2022-23.
- Information on relevant audits which provide assurance relating to Information Risk Management
- Information and data relating to Information Risk Management

The report concludes with the forward plan of activities which aim to deliver further improvements in Information Risk Management.

3   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   APPROACH TO INFORMATION RISK MANAGEMENT IN DHCW

This section describes the approach for Information Risk Management in DHCW.

3.1.1   Structures

The structure for Information Risk Management within DHCW is as follows:
- The Accountable Officer for Information Risk Management is the Chief Executive Officer (CEO)
- The Senior Information Risk Owner (SIRO) is the Executive Director of Operations. The SIRO acts as an advocate for information risk on the board and in internal discussions.
- The Caldicott Guardian is the Executive Medical Director. This position is responsible for protecting the confidentiality of people's health and care information and making sure it is used properly.

- Information Asset Owners. These are responsible for:
  - identifying information assets,
  - ensuring these are recorded on the Information Asset Register,
  - understanding and addressing risks to these information assets.
- Data Protection Officer – This is the Associate Director for Information Governance and Patient Safety. This role is responsible for carrying out certain tasks in relation to personal data (as defined in Article 39 of the UK General Data Protection Regulation).
- Information Governance Team – supporting the work of the Data Protection Officer.
- Cyber Security Team. Providing advice, guidance, tools and services to identify cyber vulnerabilities and coordinating the response to cyber-attacks.

3.1.2 Oversight and Assurance

Oversight and assurance for Information Risk Management is provided by the following:
- Digital Governance and Safety (DG&S) Committee. The committee provides oversight and assurance for the following:
  - Information Governance,
  - Information Services,
  - Cyber Security,
  - Notifiable Events, including those relating to Clinical, Technical, Cyber-Security, Information Governance, Health and Safety and Business Continuity,
  - Incident Review and Learning,
  - Welsh Informatics Assurance processes.
- Audit and Assurance Committee (A&A) Committee. In this context (Information Risk Management) the Audit and Assurance Committee provides oversight and assurance for the following:
  - DHCW Risk Management,
  - Outcomes of various audits – tracking the progress of any audit actions. These include ISO27001 (Information Security Management) and BS10008 (Evidential Weight and Legal Admissibility of Electronic Information),
  - DHCW Quality Management Systems.

3.1.3 Processes and Controls

Within DHCW, there are a number of processes and controls that are in place to assist with Information Risk Management.
- Information Governance Strategy for DHCW
- Data Privacy Impact Assessments, linking in to the DHCW Welsh Informatics Assurance Group (WIAG) process
- Information Asset Policy
- Information Sharing Agreements
- Submission of the annual Welsh Information Governance Toolkit
- Cyber Security Policies, Processes and Controls

3.1.4 Tools

The following digital tools are used to help reduce risks relating to information assets.

- The National Integrated Intelligent Auditing Service (NIIAS) is a proactive monitoring tool, which identifies potential inappropriate access to clinical records for many national systems.
- Cyber security tools. DHCW utilise several cyber security tools to identify vulnerabilities and to detect intruders/attacks on our systems.
- Secure File Sharing Portal. This is a system which allows the secure transfer of sensitive information to recipients inside or outside the NHS Network.

3.2 UPDATES ON KEY DEVELOPMENTS RELATING TO INFORMATION RISK MANAGEMENT

This section describes some of the key developments relating to Information Risk Management

3.2.1 Risk Appetite

The risk appetite for the domains relating to Information Risk Management are as follows.

Domain	Definition	Appetite	Articulated Statement
Information – Storing and maintaining	Impacts upon the organisation's ability to safely store, maintain and transform data.	Adverse	DHCW recognise the importance of an adverse approach to the safety of data stored and managed by the organisation and will accept little to no risk impact in this area.
Information – Access and Sharing	Impacts upon the organisation's ability to transform, access, share, and use data.	Cautious	Access and sharing of data will enable further benefit and value from data. DHCW will accept a small amount of risk to allow access and sharing of data for potential wide reaching and transformational benefits
Compliance	Impacts upon the organisation's conformance with legal obligations and statutory duties and its compliance with regulatory requirements	Adverse	DHCW must be averse to risks that could impact upon its compliance with law and regulation. It will ensure robust processes and systems are in place to ensure obligations are appropriately managed and risk reduced to the lowest practical level.
Service Delivery	Impacts upon the intended/expected/contracted delivery of the organisation's services.	Cautious	Delivery of DHCW's core operational services must be protected from adverse impact from risks, while recognising that pursuing certain activities may result in some minor or short-term disruption to those services.
Reputational	Impacts upon the organisation's	Cautious	Damage to the DHCW's

reputation amongst all or some of its stakeholders including the general public.		reputation can undermine stakeholder confidence and be costly to remedy, so only risks with a low reputational impact will be acceptable.

The tolerance level for risks are detailed in the table below. The risk rating is determined using the formula:

- Impact [1 – 5] x Likelihood [1 – 5]

PORTFOLIO TOLERANCES

Approach	Tolerance
Adverse	Risks with rating 9 or above are reported to the Board
Cautious	Risks with rating 12 or above are reported to the Board
Moderate	Risks with rating 15 or above are reported to the Board
Open	Risks with rating 20 or above are reported to the Board
Hungry	Risk with rating 25 of above are reported to the Board

3.2.2   Improvements in IT Asset Management

The Client Services Team have now implemented a new IT asset tracking system to help track physical IT assets (PCs, Laptops, SmartPhones, etc). Work in migrating assets (computers, monitors, docking stations) is now complete.

3.2.3   Development of a 3-year cyber plan and business case

A 3-year cyber improvement plan has been written and approved by the DHCW Board in September 2022. Some of the improvements can be achieved using DHCW existing fund, but others will require additional funding to be secured. A business case has been developed and submitted into Welsh Government in December 2022.

3.2.4   Retirement of legacy infrastructure

DHCW operational services teams have removed a considerable amount of legacy infrastructure in the past year. This helps reduce the likelihood of data loss or interruption to data services due to failure of old infrastructure. This work continues as additional equipment reaches the end of its life. Extended Security Updates are procured where necessary to reduce associated Cyber Security risks when running legacy infrastructure.

3.2.5   Accreditation with NHS Digital's Secure Email Standard

In December 2022, DHCW successfully renewed the accreditation with NHS Digital's Secure Email

Standard (DCB1596). This means that users of the NHS Wales email service can continue to exchange sensitive information, including Patient Identifiable Information, with users of NHSmail (NHS England's email service)

3.2.6 Digital Economy Act Processor Accreditation

The application for Accreditation under the Digital Economy Act (for our role as a trusted third party to SAIL[1]) was approved by the Research Accreditation Panel (RAP) in February. This process involved an audit of a series of security and capability controls specific to the area of data handling related to the provision of a service to Swansea University. DHCW will now be accredited to receive additional datasets in its role as a Trusted Third Party to SAIL (Swansea University) allowing them to expand their research capabilities. Accreditation lasts for 5 years subject to satisfactory annual review of specific controls; the first annual review is currently underway with submission of evidence in respect of maintenance of satisfactory processes or progress to a more mature state due by 21st April 2023.

3.2.7 Test of Management Procedures for Cyber Incident Response Plan

In January 2023, DHCW undertook a test of the management procedures of the DHCW Cyber Incident Response Plan.

3.2.8 Information Governance

DHCW is responsible for the Information Governance Framework, which helps monitor and improve Information Governance understanding and responsibility in Wales. Without a framework, the challenge of making information available to services providing health and care becomes far more difficult construct.

The framework is key to DHCW's Information Governance Strategy, which is in the process of being

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[1] https://saildatabank.com/

updated to reflect the progress, achievements and developments to the framework. The framework is highlighted by five core components:

- Framework for Sharing – DHCW provide the central support function of the Wales Accord on the Sharing of Personal Information (WASPI) framework[2]. The WASPI framework helps organisations, that provide services to the public, share information effectively and lawfully through sign up to the Accord and information sharing agreement templates. Over the past year, WASPI has focused on creating a WASPI Code of Conduct, which cumulated in a Welsh Government promoted consultation, which occurred from February 2023 to the end of April 2023[3].

- Framework for Assurance – The Welsh Information Governance Toolkit (IG Toolkit)[4] is a self-assessment tool enabling organisations to measure their level of compliance against national Information Governance standards and legislation. The annual assessment helps organisations identify areas of improvement which can assist in organisations Information Governance improvement and action plans. All Welsh Health Boards, Trusts, Special Health Authorities and GMPs complete the IG Toolkit, including DHCW. A new technical platform for the IG Toolkit has been implemented for 2023. The new platform allows DHCW to expand from those organisations that currently use the existing platform, to a wider set of stakeholders who need to provide IG assurance.

- Framework for Advice – The Data Protection Officer Support Service provides dedicated advice and assistance to General Medical Practitioners on a subscription basis, by providing the functions of the statutory role, the Data Protection Officer. The Service provides a range of functions including training and awareness raising, auditing of the annual IG Toolkit submissions and providing guidance, templates and other documentation. 84.77% of GP practices in Wales are subscribers to this service. Through the service, subscribers are supported on all Information Governance and data protection matters, giving them the knowledge and the confidence to keep patient information safe within their practice.

- Framework for Access – The National Intelligent Integrated Audit Solution (NIIAS) is a proactive monitoring tool, which identifies potential inappropriate access to clinical records for many national systems. National systems such as the Welsh Clinical Portal, the Welsh Patient Administration System and the Welsh Demographic Service have large amounts of users accessing information on a daily basis. Whilst health and care staff are aware of their responsibilities to not access any information not relevant to them, NIIAS is in place to identify instances of potential inappropriate use. NIIAS sits behind a number of national systems to flag instances of potential inappropriate access to alert NHS Wales Health Boards and Trusts with daily notification reports of user access.

- Framework for Training – NHS Wales organisations need to ensure that their staff handling and processing personal data, understand the confidentiality of personal

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[2] https://www.waspi.gov.wales/
[3] https://www.gov.wales/wales-accord-sharing-personal-information-waspi-code-conduct
[4] https://dhcw.nhs.wales/ig/information-governance/welsh-information-governance-toolkit/

information and their roles and responsibilities regarding Information Governance. All NHS Wales staff must complete statutory and mandatory Information Governance training on employment and every two years thereafter. This training, hosted on the NHS Electronic Staff Record has recently been reviewed.

Further detail on DHCW's Information Governance responsibilities are provided as part of reports provided to the Digital Governance and Safety Committee.

3.3 AUDITS

This section provides summary information on audits related to Information Assets / Information Risks

3.3.1   ISO27001 (Information Security Management System)

In May 2023, DHCW successfully achieved a full recertification with the ISO27001 standard. The scope of the certification was also increased to include the whole organisation. 1 minor non-conformity was identified.

3.3.2   NHS Wales Cyber Resilience Unit – Cyber Assessment Framework Report.

DHCW received a report from the NHS Wales Cyber Resilience Unit, into its compliance with the required standards in the NIS Directive [The NIS Regulations 2018 - GOV.UK (www.gov.uk)]. Due to the sensitivity of the report, it was discussed in a DHCW Private Board meeting in May 2022. Appropriate actions have been included in the 3-year cyber plan, discussed in Section 0.

3.3.3   BS10008

The DHCW Information Governance team manages application of British Standard 10008 (BS10008): Evidential Weight and Legal Admissibility of Electronic Information. The scope of the standard currently covers the DHCW's national data repositories, namely the Welsh Care Records Service (WCRS) and Welsh Results Reporting Service (WRRS). The standard was initially achieved in November 2019, with external surveillance audits annually in 2020, 2021 and reaccreditation granted via external audit in 2022 following a three year cycle.

The most recent report concluded the audit objectives have been achieved. The standard has recently been updated and therefore work has been undertaken to review DHCW's accreditation against the updated standard. A further audit will be held in 2023 to review DHCW's compliance with the updated standard.

3.3.4   Audit Wales

In mid-2022, Audit Wales undertook an audit of Nationally Hosted IT Systems. Due to the nature of the report (sensitive cyber-security information), this report was received by the Private part of the Audit and Assurance Committee in January 2023. The report stated "The IT controls we examined assured us that financial values produced by the systems for 2021-22 were likely to be free from material misstatement, although some controls could be strengthened"

3.3.5   Switching Service Audit

Between June and October 2022, Internal Audit (NHS Wales Shared Services Partnership) undertook an audit of the NHS Wales Switching Service to ensure that it is maintained appropriately and that risks to the operation of the service are appropriately managed. In general, reasonable assurance was provided following the audit. The specific recommendations from the audit were accepted and a management action plan was put in place to address them. The identified risks have been recorded on Datix and mitigating actions have been completed or are in progress in respect of these.

3.3.6   Resilience Audit

In late 2022, Internal Audit (NHS Wales Shared Services Partnership), undertook an audit of Technical Resilience. Due to the nature of the report (sensitive cyber-security information), this report was received by the Private part of the Audit and Assurance Committee in January 2023. The report stated "We have given substantial assurance on this area"

3.4   INFORMATION / DATA

3.4.1   Freedom of Information Requests

Under the Freedom of Information Act 2000, members of the public can request information held by public authorities. The DHCW Information Governance team manage the process for handling these requests and ensure DHCW responds to any requests in line with the requirements of the legislation.

A summary of the number of requests received per month and the response rates are provided below (as of 17/04/23):

Requests Received

Response

Breach ● OnTime ● Breach ● % within target
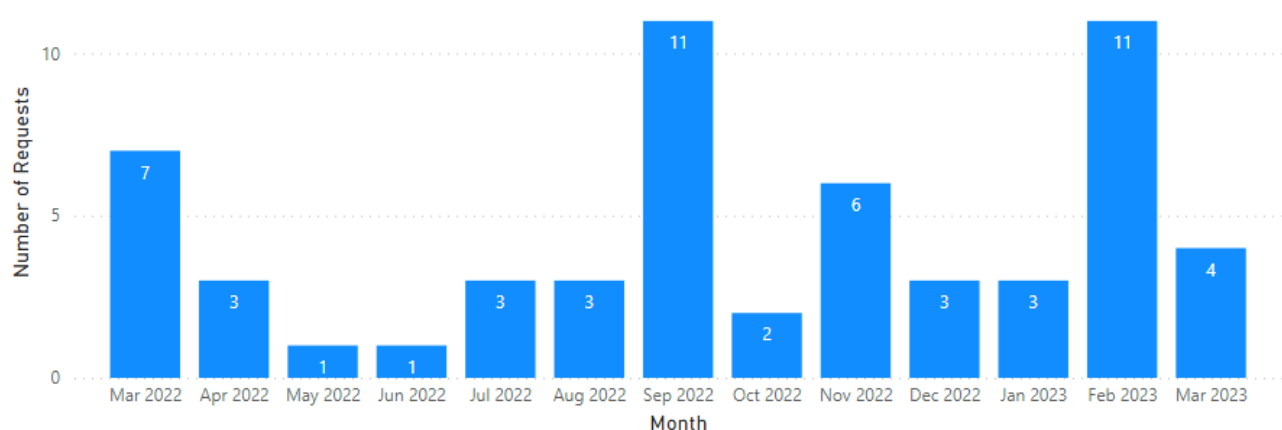
From April 2022 to March 2023, DHCW received 51 requests under the Freedom of Information Act 2000.

98% of Freedom of Information Act requests responded to by DHCW were responded to within the statutory timeframes. 1 request was responded to outside of the statutory timeframe.

Further detail on Freedom of Information Act requests is provided as part of the Information Governance Assurance Report provided to the Digital Governance and Safety Committee and as part of monthly Management Board reports.

3.4.2   Subject Access Requests

Under the UK General Data Protection Regulation, members of the public have the right to access and receive a copy of personal data about them. This is known as a Subject Access Request. The Information Governance team manage the process for handling these requests and ensure DHCW responds to any requests in line with the requirements of the legislation.
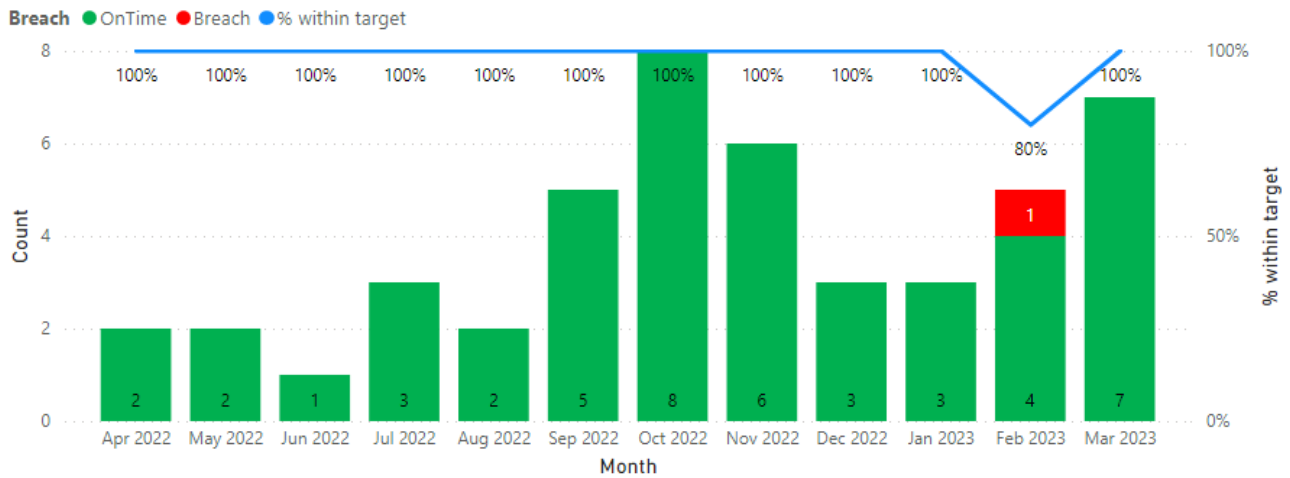
A summary of the number of requests received per month are provided below (as of 14/04/23).
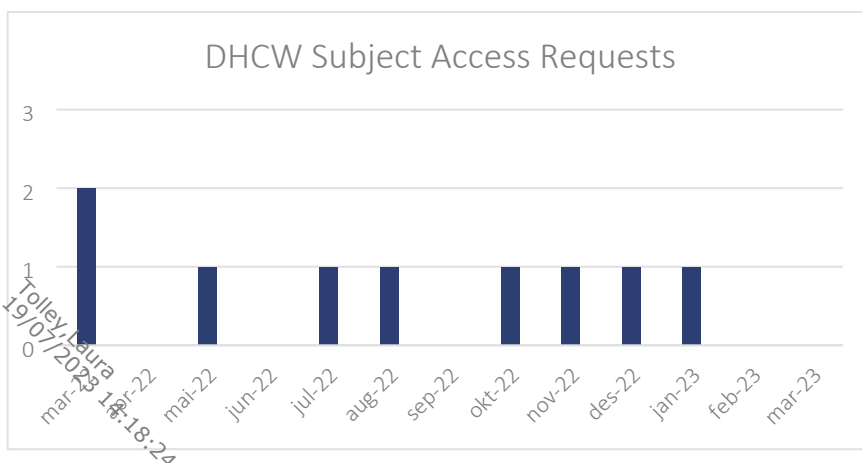
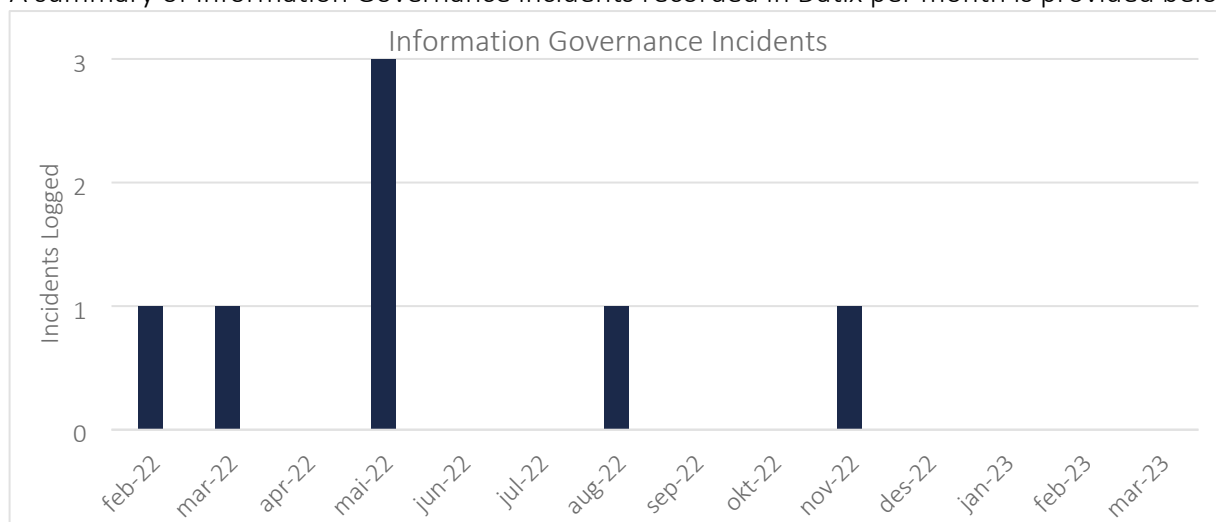Further detail on Subject Access Requests is provided as part of the Information Governance Assurance Report provided to the Digital Governance and Safety Committee and as part of monthly Management Board reports.

3.4.3 Incidents/Breaches relating to Information

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes.

DHCW staff are required to report data breaches to the Information Governance team as soon as they are aware of it via the Datix system. The Information Governance team will then investigate the breach and consider whether the Information Commissioner's Office or the individuals affected by the breach need to be informed (in line with Articles 33 and 34 of UK General Data Protection Regulation).

A summary of Information Governance incidents recorded in Datix per month is provided below.

Further detail on Information Governance incidents is provided as part of the Information Governance Assurance Report provided to the Digital Governance and Safety Committee and as part of monthly Management Board reports.

3.4.5 Complaints relating to Information

No complaints have been received relating to Information

3.4.6 Information Risks

The following Information Related Risks are on the Corporate Risk Register as at the end of January 2022. Further information on these can be found in the papers for the Digital Governance and Safety Committee or the DHCW Board, both of which are available on the DHCW website.

- Risk ID DHCW0263. IF directions from Welsh Government do not provide a sound legal basis for the collection, processing and dissemination of Welsh resident data, THEN (i) partners, such as NHS Digital, may stop sharing data, (ii) DHCW may be acting unlawfully if it continues to process data RESULTING IN (i) DHCW being unable to fulfil its intended functions regarding the processing of data, or, in the case of continued processing, (ii) legal challenge, or (iii) the need to submit a further application to the Confidentiality Advisory Group (which may not be successful) to assess the public interest in processing confidential data without a legal basis or consent.

- Risk ID DHCW0264. IF the national conversation regarding the use of patient data (Data Promise) is delayed, THEN stakeholders and patients will not be assured that the proposed uses of Welsh resident data include sufficient controls to ensure data is treated responsibly, handled securely, and used ethically. RESULTING IN (i) potential challenges to proposed uses of data, and/or a loss of public/professional confidence, and (ii) a failure to realise the desired outcomes regarding 'data and collaboration' (effective and innovative uses of data, joined up services, better outcomes for individuals) set out in Welsh Government's Digital Strategy.

- Risk ID DHCW0269. IF the current switching service fails THEN no data new will be acquired into the ISD Data Warehouse RESULTING IN the inability to provide updates to multiple reporting systems.

- Risk ID DHCW0306. IF there is no succession plan for the Switching Service, and a continued reliance on an architecture design and software which is 20+ years old and beyond end-of-life with limited / diminishing skills in the Integration and Reference Team team to support it THEN the service will become obsolete and any development of new mechanisms and automation for the acquisition of data to embrace the latest technologies enabling flexible local configuration will not be achievable RESULTING IN the potential for ISD being unable to make data available to Welsh Government, Health Boards, Finance Delivery Unit and SAIL[5], as a key function of the Switching Service is to provide reports for Welsh Government. This would cause significant reputational damage to DHCW and particularly so depending on when (date) it happens. It would also have knock-on effects to these agencies (Finance Delivery Unit, Delivery Unit etc.)

- Risk ID DHCW0307. IF Welsh Government requirements for more in-depth data are requested, it may not be possible as the Switching Service is too complex to modify and amend in order to meet any new demands made upon it, as there is a reliance on legacy software (20+ years old) and limited / diminishing skills in the Integration and Reference Team to support it THEN any amendments to reflect changing service requirements or design cannot be made, and will therefore hold back any development and enhancement of the service to meet future needs RESULTING IN the service becoming obsolete and any development of new mechanisms and automation for the acquisition of data to embrace the latest technologies enabling flexible local configuration will not be achievable.

- Risk ID DHCW0308. IF a sustainable financial position cannot be found for the National Intelligent Integrated Audit Solution (NIIAS) THEN a DHCW funding risk at end of contract (November 2023) will create financial challenges to DHCW internal core funding decisions RESULTING IN difficult financial control issues and jeopardising contract renewal.

There are also 9 risks relating to Cyber Security and Information Leakage. Details of these are withheld for security reasons.

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[5] https://saildatabank.com/

3.4.7   Training Statistics for DHCW

Below are the compliance levels for Information Governance training and Cyber Security training, as at the end of March 2023. Both training modules are mandatory for DHCW employees. The Welsh Government target is 85%.

Cyber Awareness	90.7% (was 92.8% at the end of February 2022)
Information Governance (Wales)	88.6% (was 88.3% at the end of February 2022)

3.5   PLANNED ACTIVITY FOR THE COMING YEAR

Below is a list of the key activities relating to Information Risk Management, which are in the first year of DHCW Integrated Medium Term Plan (IMTP).

- The implementation of the first year of the 3-year cyber improvement plan.
- Delivery of updated Cyber Security Board Training for the DHCW SHA Board Members.
- Delivery of an all-Wales Cyber Security Awareness Session
- Annual surveillance audit for ISO27001.
- Develop and promote a national Information Governance framework to enable safe and secure sharing of patient information – through assurance, sharing, advice, access and training.
- Finalise a Wales Accord on the Sharing Personal Information (WASPI) Code of Conduct following public and stakeholder consultation.
- Award a contract for a tool which proactively detects unauthorised access to patient data in NHS IT systems.
- Extend and expand the Information Governance Toolkit to those organisations that want to access patient data in order to deliver efficient health and care services.
- Establish a programme to support Welsh Government identified actions in the wider engagement and communication activities of the Data Promise.
- Configure a once for Wales Digital tool for Data Protection Impact Assessments and Information Agreements.
- Review the Data Protection Officer (DPO) Support Service subscription.
- Improving the information captured in the Information Asset Register.

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   None to note

5   RECOMMENDATION

5.1   SHA Board is being asked to **APPROVE** the Senior Risk Owner (SIRO) Annual Report

6   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Management Board	April 2023	Noted for Assurance

DIGITAL HEALTH AND CARE WALES
2022-23 ANNUAL ACCOUNTS

Agenda Item	6.6

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Claire Osmundsen-Little, Executive Director of Finance
Prepared By	Mark Cox Associate Director of Finance
Presented By	Mark Cox, Associate Director of finance & Sian Williams Head of Finance & Reporting

Purpose of the Report	For Approval
Recommendation	
The SHA Board is being asked to **APPROVE** the Annual Accounts for DHCW for 2022-23 and **APPROVE** the Letter of Representation for DHCW to be signed by the Chief Executive and Chair. Note Audit Wales recommendations and actions.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1 IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	No, there are no specific quality and safety implications related to the activity outlined in this report.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implications related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No, there are no specific socio-economic implications related to the activity outlined in this report.

RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
SoCNE	Statement of Comprehensive Net Expenditure		

2   SITUATION/BACKGROUND

2.1   The purpose of the report is to present the Annual Accounts for the financial year ended 31st March 2023 (Appendix A – DHCW SHA 2022-23 Final Accounts), and request that these accounts be recommended to the Board for approval.

2.2   The draft Annual Accounts for DHCW for 2022-23 were submitted to the Welsh Government and Audit Wales on 5th May 2023 and circulated prior to the Audit & Assurance Committee on 4th May to give an opportunity for any queries to be raised relating to their contents.

2.3   The main changes to the draft Accounts are explained within Audit Wales' "Audit of Accounts Report" (a separate report on their findings called an ISA260 inclusive of any forward looking recommendations).

2.4   Audit Wales intend to issue an unqualified audit opinion on this year's accounts once provided with a signed Letter of Representation (Appendix B – DHCW SHA 2022-23 Letter of Representation).

2.5   The final audited accounts for 2022-23 will be submitted to the Welsh Government on 28th July after approval by the SHA Board on 27 July.

3 SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1 Annual Accounts consist of 5 Key summary statements accompanied **by 56 pages** of published accounting notes and numerous off submission file notes, source documents and reconciliations.

Summary Statements comprise of:

- **Statement of Comprehensive Net Expenditure** - The Statement of Comprehensive Net Expenditure (SoCNE) summarises, on an accruals basis, DHCW's net operating costs.

- **Other Comprehensive Net Expenditure** - This report is a primary statement showing the expenditure impact of changes to fixed asset valuations, reserve valuations and impairments.

- **Statement of Financial Position as at 31 March 2023 -** This statement is what is commonly known as the Balance sheet which presents Organisational assets and liabilities.

- **Statement of Changes in Taxpayers' Equity** - This Statement is now required under IAS 1, interpreted to include figures for net operating cost for the year and net Welsh Government funding for the year.

- **Statement of Cash Flows for period ended 31 March 2023 -** The cash flows reported relate to movements in cash and cash equivalents (short-term highly liquid investments that are readily converted into known amounts of cash and subject to insignificant risk of changes in value, which is assumed if the instrument's maturity is 90 days or less).

3.2 **Performance against statutory targets:** DHCW was established as a Special Health Authority. The statutory financial duties of Special Health Authorities are set out in section 172 of the National Health Service (Wales) Act 2006.

- **Statutory Financial Duties – First Financial Duty :** Section 172(1) sets out what is referred to as the 'First Financial Duty' -a duty to secure that DHCW expenditure does not exceed the aggregate of the funding allotted to it for a financial year. Under the powers of direction in the National Health Service (Wales) Act section 172(6) WHC/2019/004 clarified that the annual statutory financial duty is set separately for revenue and capital resource allocations. Revenue and Capital resource allocations were issued to DHCW for the period 1 April 2022 to 31 March 2023 and will form the basis of assessment of the First Financial Duty in the first statutory accounts.
  <u>DHCW has reported meeting this duty with the accounts presenting a revenue underspend of £0.204m and a capital underspend of £0.088m.</u>

- **Administrative Financial Duties – Second Financial Duty:** The 'Second Financial Duty' for

NHS bodies in Wales is the duty to prepare a plan and for that plan to be submitted to and approved by the Welsh Ministers. DHCW must prepare a one-year plan, however, Ministerial approval is not required for this.

4   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   **Changes to Notes:** A number of presentational amendments (with nil financial impact) were made to the annual accounts as a consequence of either:

- Emerging Welsh Government technical requirements.
- Welsh Government final accounts template changes/enhancements. Audit Wales Recommendations.
- DHCW Internal Review.

4.2   **Amendment with a Financial Impact**: An amendment was agreed to be made to the DHCW reported financial performance as follows within note 3.2: *Other Operating Expenditure Services provided in 2023-24 had been accrued for in 2022-23 expenditure which resulted in expenditure within Note 3.2 being overstated by £0.131m.* This item has been amended within the financial performance and resulted in the draft position moving from £0.072m underspend to £0.204m underspent with no impact upon our statutory targets.

4.3   **Non adjusting event**: DHCW also agreed with Audit Wales to note but not adjust for non-current assets which at the reporting date presented a negative net book value (NBV) due to timing differences in VAT reclaimed. The combined total of these items is £0.112m and these assets reduce the NBV of Property, Plant and Equipment as disclosed in Note 11 by £0.107m, and the NBV of Intangible Assets disclosed in Note 12 by £0.005m. This has also reduced the depreciation charge to other operating expenditure (Note 3.2) by £0.047m. This is not considered this to be material to our audit opinion. Audit Wales accept DHCW's view that this is essentially a timing difference and there is little benefit in amending the statement of accounts for relatively low values. For transparency details of this item has been included within the organisations Letter of Representation (see Appendix B – DHCW SHA 2022-23 Letter of Representation).

4.4   **Audit process could be more agile**: Whilst every effort was made to ensure the successful delivery of unqualified accounts to timetable. both DHCW and Welsh Audit thought that there are opportunities where processes could be made more agile and accelerate the delivery of the final audit opinion. As part of the standing post accounts review, DHCW will work in partnership with Audit Wales to identify and action areas of improvement for 2023/24.

4.5   **Draft Staff Report not complying with the Manual for Accounts**: in some instances the presentation of workforce tables and graphics were not wholly compliant with Welsh Government guidance. These instances were corrected within the final version and DHCW will undertake learning from the 2022-23 process and ensure that additional clarity and

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Approver: Claire Osmundsen Little
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understanding of the requirement is put in place including milestone checks before submission of the Annual Report.

4.6 **Audit Wales Recommendations**: Within the Audit of Accounts Report Audit Wales recommended that "the 2023-24 Staff Report is drafted with reference to the Manual for Accounts guidance." Action to ensure compliance have been identified within 4.4.

5   RECOMMENDATION

5.1 The SHA Board is asked to **APPROVE** the Annual Accounts for DHCW for 2022-23 and **APPROVE** the Letter of Representation for DHCW to be signed by the Chief Executive and Chair. Note Audit Wales recommendations and actions.

6   APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Audit & Assurance Committee	18/07/2023	Endorsed

Tolley,Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
END OF YEAR REPORTING – ANNUAL REPORT 2022-23

Agenda Item	6.7

Name of Meeting	SHA Board
Date of Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Executive Sponsor	Chris Darling, Board Secretary
Prepared By	Laura Tolley, Head of Corporate Governance
Presented By	Chris Darling, Board Secretary

Purpose of the Report	For Approval
Recommendation	
The Board are being asked to: APPROVE the final version of the 2022-23 Annual Report for submission to the Welsh Government as part of the required annual reporting.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

1. IMPACT ASSESSMENT

STRATEGIC OBJECTIVE	All Objectives apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A Healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

HEALTH CARE STANDARD	Governance, leadership and acccountability
If more than one standard applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: N/A	

IMPACT ASSESSMENT	
QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below
	Evidence suggests there is correlation between governance behaviours in an organisation and the level of performance achieved at that same organisation. Therefore, ensuring good governance within the Special Health Authority supports quality and safety.
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implications related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC	Yes, please detail below

IMPLICATION/IMPACT	The Annual Report should highlight any areas of improvement in relation to socio economic duty
RESEARCH AND INNOVATION IMPLICATION/IMPACT	No, there are no specific research and innovation implications relating to the activity outlined within this report.

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
MfA	Manual for Accounts	NHS	National Health Service
AGM	Annual General Meeting	WG	Welsh Government

2.   SITUATION/BACKGROUND

2.1   The SHA is required to submit its Annual Report 2022-23, including its Accountability Report to Welsh Government following the commencement of the new financial year, after which the documents are to be received at its Annual General Meeting.

2.2   The Manual for Accounts sets out that all NHS organisations are required to publish as a single unified document, a three-part Annual Report and Accounts which includes:
- The Performance Report
- The Accountability Report
- The Financial Statements

2.3   The Performance Report provides information on the entity, its main objectives and strategies and the principal risks its faces. The performance report must provide a fair, balanced and understandable analysis of the entity's performance, in line with the overarching requirement for the annual report and accounts to be fair, balanced and understandable.

The Performance Report provides information was a collaborative effort developed by staff across the organisation and will form the basis for the information shared at the Annual General Meeting and provide an overview of DHCW performance to our wider stakeholders.

2.4   The Accountability Report is designed to meet the key requirements to Welsh Government and comprises of the following elements:

- Corporate Governance Report
- Remuneration and Staff Report
- A National Assembly for Wales Accountability and Audit Report

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Approver: Chris Darling
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2.5   Feedback from Welsh Government, Audit Wales and Internal Audit on the draft Annual
        Report and Accounts 2022-23 has been received and all comments and feedback addressed
        in the final Annual Report 2022-23.

2.6   The Audit & Assurance Committee has a key role in reviewing the Annual Report, Annual
        Accounts and key financial statements and the ISA 260 report from Audit Wales.

2.7   In reviewing the Annual Report, financial statements and associated documentation, the
        Audit & Assurance Committee has considered the work carried out throughout the year by
        internal audit and counter fraud. The Annual Report including the Annual Accounts was
        received by the Audit & Assurance Committee on the 18 July 2023 and feedback from this
        meeting will be provided to the SHA Board.

3.   SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

3.1   **Annual Report 2022-23 Format**
        As per Chapter 3 guidance issued by Welsh Government, the Annual Report has been
        produced as a single unified document in PDF. However, to allow for greater accessibility and
        as a Digital organisation, DHCW have also produced the Annual Report in HTML format, once
        the Annual Report has been laid at the Senedd, this will be published and promoted.

3.2   **Annual General Meeting – 28 September 2023**
        The Annual General meeting is planned for Thursday 28 September 2023. The Annual General
        Meeting date has been delayed from July 2023 to September 2023 due to all NHS Bodies
        Annual Reports being laid at the Senedd by Audit Wales on 31 July 2023.

        The information from the Annual Report will be shared public, giving and opportunity for
        reflection, celebration and identification of key learning points for the future. The meeting
        will be held virtually and advertised via our social channels. It's important to provide the
        public with the opportunity to ask questions about our performance and financial position,
        which will be collated ahead of the meeting and time allocated within the meeting to address
        these in full.

4.   KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

4.1   There is no requirement for 2022-23 to produce a separate Annual Quality Statement or
        Sustainability Report.

5.   RECOMMENDATION

5.1   The Board is being asked to **APPROVE** the final version of the 2022-23 Annual Report for
        submission to the Welsh Government as part of the required annual reporting.

6. APPROVAL / SCRUTINY ROUTE

Person / Committee / Group who have received or considered this paper prior to this meeting		
PERSON, COMMITTEE OR GROUP	DATE	OUTCOME
Chris Darling	July 2023	Approved
Audit & Assurance Committee	July 2023	Endorsed

Tolley,Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
COMMITTEE CHAIR'S REPORT FOR BOARD

Date of Board Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Name of Committee	Audit and Assurance Committee
Chair of Committee	Marian Wyn Jones, Independent Member
Lead Executive Director	Claire Osmundsen-Little, Executive Director of Finance
Date of Last Meeting	3 July 2023
Prepared By	Julie Robinson, Corporate Governance Coordinator
Presented By	Marian Wyn Jones, Independent Member and Chair of Audit and Assurance Committee

Purpose of the Report	For Assurance
Recommendation	
The Board is being asked to: NOTE the content of the report for ASSURANCE.	

TŶ GLAN-YR-AFON 21 Heol Ddwyreiniol Y Bont-Faen, Caerdydd CF11 9AD

TŶ GLAN-YR-AFON 21 Cowbridge Road East, Cardiff CF11 9AD

STRATEGIC MISSION	All missions apply

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

DUTY OF QUALITY ENABLER	Information
DOMAIN OF QUALITY	Effective
If more than one enabler / domain applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: There is no requirement for an EQIA.	

APPROVAL/SCRUTINY ROUTE:

Person/Committee/Group who have received or considered this paper prior to this meeting

COMMITTEE OR GROUP	DATE	OUTCOME
Committee Chair	July 2023	Approved

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19/07/2023 14:18:24

Audit and Assurance Committee Highlight Report   Page 2 of 5   Author: Julie Robinson
Approver: Chris Darling
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IMPACT ASSESSMENT

QUALITY AND SAFETY IMPLICATIONS/IMPACT	Yes, please see detail below
	Should the appropriate assurance not take place, there could be unforeseen quality and safety implications to the DHCW services provided
LEGAL IMPLICATIONS/IMPACT	No, there are no specific legal implications related to the activity outlined in this report.
FINANCIAL IMPLICATION/IMPACT	No, there are no specific financial implication related to the activity outlined in this report
WORKFORCE IMPLICATION/IMPACT	No, there is no direct impact on resources as a result of the activity outlined in this report.
SOCIO ECONOMIC IMPLICATION/IMPACT	No. there are no specific socio-economic implications related to the activity outlined in this report

Acronyms

DHCW	Digital Health and Care Wales	SHA	Special Health Authority
LINC	Laboratory Information Network Cymru		

Definitions

ALERT	Alert the Board/Committee to areas of non-compliance or matters that need addressing urgently.
ASSURE	Detail any areas of assurance that the Committee has received.
ADVISE	Detail any areas of ongoing monitoring where an update has been provided to the Committee.

PUBLIC SESSION

ALERT	No items to alert
ASSURE	• **Finance Update.** The audit of the accounts had been finalised and met all statutory requirements. The Committee were pleased to note the good progress being made to have a balanced plan and deliver on quarter one requirements.

	• **Internal Audit Progress Report**. The Committee received the Internal Audit Progress Plan and received **assurance** that the 2022/2023 plan had concluded. • Two Internal Audit reviews were received for assurance with one, Cyber Security Improvement Plan (considered in the private session) receiving a *substantial* assurance and Centre of Excellence a *reasonable* assurance which received a number of recommendations and schematic areas of learning. • **Audit Wales Committee Update.** The Committee **noted** the update which included an update on the Approach to the Structured Assessment for 2023/24. • **Structured Assessment Opportunities for Learning.** The Committee **noted** for **assurance** the 'Opportunities for Improvement' action plan which had specifically looked at opportunities for development and contained 18 actions, nine of which were complete. • **Risk Management and Board Assurance.** Members received **assurance** that work was ongoing on the risk appetite and risk tolerance. The number of risks had been removed since the last meeting. The Committee agreed to reclassify the Technical Debt risk to the Digital Governance and Safety Committee for oversight. • **Board Assurance Framework Deep Dive Areas for Review.** The Committee received an update on the Strategic Mission - Mission 5 and were pleased to note the plan was on track. • **Welsh Language Report including More than Just Words Annual Report**. The Committee were **assured** to note the progress being made on Welsh Language Compliance within the organisation and the first Annual Report of More than Just Words which covered the period September 2022 to March 2023.
ADVISE	• **Audit Action Tracker.** The Committee were advised that progress was being made on the actions with 33 of 54 actions considered complete. Further support was being provided by the Executives following the increase in volume of recommendations / actions. • **Standards of Behaviour Report.** The Committee were pleased to note all Board Members declarations for 2023/2024 had been received, progress made to increase the number of declarations made by the Band 8a and above workforce of DHCW and the 14 offers of hospitality which had been accepted during the period. • **Procurement and Scheme of Delegation Compliance Report.** The Committee **noted** the standard report which detailed three Single Tender Actions and two Change Control Note. • **Quality and Regulatory and Cyber Resilience Unit Compliance Update Report.** The report was **noted** by the Committee and received **assurance** that Welsh Government were content with DHCW's approach to the Duty of Quality.

Tolley,Laura
19/07/2023 14:18:24

	Local Counter Fraud Update. The Committee received the Local Counter Fraud update and were **advised** to note there was one referral in this quarter and two Fraud Risk Assessments completed. **Decarbonisation, Estates and Compliance Report.** The Committee received an update and were pleased to note the progress being made on the overall Estates Compliance score.

PRIVATE SESSION

ALERT	**Laboratory Information Network Cymru (LINC) Programme Update**. The Audit and Assurance Committee **received** a verbal update on the current status of the LIMS contract and noted that an agreement had been reached for all parties.
ASSURE	**Private Risk Register.** The Committee received the Private Risk Register and noted the two private risks assigned to the Committee. **Cyber Security Improvement Plan.** Members were **assured** to note the Substantial Assurance rating but **noted** the challenge to achieving recurrent funding. **Programme Governance Independent Review.** The Committee noted the outcomes from the Independent Governance Review into Programme Governance arrangements, commissioned by DHCW and supported by Welsh Government.
ADVISE	**Audit Actions (Private).** The Committee were **advised** of seven actions and noted two were complete with the remaining five on target for completion. **Counter Fraud Progress Report.** The Committee received an update on two investigations underway by the Counter Fraud Team.

Delegated action taken by the committee:
APPROVED: - Mental Health, Wellbeing and Stress Management Policy   - Suspect Packages and Bomb Threats Policy   - Use of Welsh Language Internally Policy

Date of next committee meeting:
17 October 2023

Tolley,Laura
19/07/2023 14:18:24

DIGITAL HEALTH AND CARE WALES
COMMITTEE CHAIR'S REPORT FOR BOARD

Date of Board Meeting	27 July 2023

Public or Private	Public
IF PRIVATE: please indicate reason	N/A

Name of Committee	Remuneration and Terms of Service Committee
Chair of Committee	Simon Jones, Chair
Lead Executive Director	Helen Thomas, Chief Executive Officer
Date of Last Meeting	22 June 2023
Prepared By	Chris Darling, Board Secretary
Presented By	Simon Jones, Chair

Purpose of the Report	For Assurance
Recommendation	
The Board is being asked to: NOTE the content of the report for **ASSURANCE**.	

STRATEGIC MISSION	Be the trusted strategic partner and a high quality, inclusive and ambitious organisation

CORPORATE RISK (ref if appropriate)	

WELL-BEING OF FUTURE GENERATIONS ACT	A healthier Wales
If more than one standard applies, please list below:	

DHCW QUALITY STANDARDS	N/A
If more than one standard applies, please list below:	

DUTY OF QUALITY ENABLER	Workforce
DOMAIN OF QUALITY	Person Centred
If more than one enabler / domain applies, please list below:	

EQUALITY IMPACT ASSESSMENT STATEMENT	Date of submission: N/A
No, (detail included below as to reasoning)	Outcome: N/A
Statement: There is no requirement for an EQIA.	

APPROVAL/SCRUTINY ROUTE:

Person/Committee/Group who have received or considered this paper prior to this meeting

COMMITTEE OR GROUP	DATE	OUTCOME
Committee Chair	July 2023	Approved

Tolley,Laura
19/07/2023 14:18:24

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IMPACT ASSESSMENT

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ADVISE	Detail here any areas of ongoing monitoring where an update has been provided to the Committee

PRIVATE SESSION

ALERT	• There were no items for the Board to be alerted to.
ASSURE	• **Executive Team Objectives.** The Committee reviewed and discussed Executive team members performance and objectives for 2022/23 and also discussed 2023/24 objectives
ADVISE	• **Senior Staff Overtime Payments.** The Committee received an update on Senior Staff overtime payments.

Committee Chair's Report to Board   Page 3 of 4   Author: Chris Darling
Approver: Simon Jones
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Delegated action taken by the committee:
N/A

Date of next committee meeting:
TBC

Tolley,Laura
19/07/2023 14:18:24