


## DHCW SHA Board Meeting – PUBLIC minutes

Minutes of the meeting of Digital Health and Care Wales (DHCW) Special Health Authority Board (SHA) held on Thursday 25 January 2024 as a virtual meeting broadcast live via Zoom.

 10:00 – 13:20

 25 January 2024

Members Present	Initial	Title	Organisation
Simon Jones	SJ	Chair of the Board	DHCW
Ruth Glazzard	RG	Vice Chair of the Board	DHCW
Marilyn Bryan Jones	MBJ	Independent Member	DHCW
Ifan Evans	IE	Executive Director of Strategy	DHCW
Rowan Gardner	RoG	Independent Member	DHCW
Alistair Klaas Neill	AKN	Independent Member	DHCW
Sam Lloyd	SL	Executive Director of Operations	DHCW
Claire Osmundsen-Little	COL	Deputy Chief Executive Officer / Executive Director of Finance	DHCW
David Selway	DS	Independent Member	DHCW
Marian Wyn Jones	MWJ	Independent Member	DHCW

In Attendance	Initial	Title	Organisation
Chris Darling	CD	Board Secretary	DHCW
Lynwen Davies	SW	Translator	Translation Services
Sam Hall	SH	Director of Primary, Community & Mental Health Digital Services	DHCW
Rachael Powell	RP	Associate Director of Information, Intelligence and Research (for item 3.1)	DHCW

Carys Richards	CR	Corporate Governance Support Manager (Secretariat)	DHCW
Michelle Sell	MS	Director of Planning & Performance / Chief Commercial Officer (for item 5.5)	DHCW
Sarah-Jane Taylor	SJT	Director of People and Organisational Development	DHCW
Laura Tolley	LT	Head of Corporate Governance	DHCW
Dr Matthew Wintle	MW	Associate Medical Director for Secondary Care	DHCW

Apologies	Title	Organisation
Helen Thomas	Chief Executive Officer	DHCW
Rhidian Hurlle	Executive Medical Director	DHCW
Andrew Fletcher	Associate Board Member – Trade Union	DHCW

Acronyms			
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
CEO	Chief Executive Officer	DPIF	Digital Priority Investment Fund
IM	Independent Member	IMTP	Integrated Medium-Term Plan
IOPR	Integrated Organisational Performance Report	WICIS	Welsh Intensive Care Information System
WG	Welsh Government	PDC	Programmes Delivery Committee
NDR	National Data Resource	DG&S	Digital Governance & Safety Committee
DSPP	Digital Services for Patients and the Public	RISP	Radiology Informatics System Procurement
DPIF	Digital Investment Priority Funding	DMTP	Digital Medicines Transformation Portfolio
SAIL	Secure Anonymised Information Linkage	WIDI	Wales Institute of Digital Information
R&I	Research & Innovation		



Item No	Item Detail	Outcome	Action
<b>PART 1 – PRELIMINARY MATTERS</b>			
1.1	<p>Welcome and Apologies</p> <p>The Chair welcomed everyone bilingually to the DHCW SHA Board meeting.</p> <p>The Chair confirmed the meeting was being broadcast live via Zoom, in addition, the recording would be available via the DHCW website for any persons unable to access the meeting live. The Zoom platform was being used to allow for members to be visible throughout the entire meeting and for simultaneous translation to take place, allowing members to engage in the meeting in English or Welsh.</p> <p>The Chair provided some housekeeping notices regarding the technical aspects of live streaming the meeting, the planned breaks, and the use of the consent agenda for items 2.1 to 2.8.</p> <p>Before proceeding with the agenda, the Chair advised the Board of the tragic passing of Richard Evans, Corporate Services team member at DHCW. The Chair commented that Richard was a very valued member of DHCW who would be greatly missed. On behalf of the Board, and DHCW, the Chair extended sincere condolences to Richard’s family and friends.</p> <p>The Board paused for a moments silence.</p>	Noted	None to note
1.2	<p>Apologies for Absence</p> <p>The following apologies were noted:</p> <ul style="list-style-type: none"> <li>• Helen Thomas, Chief Executive Officer – Claire Osmundsen-Little, Deputy Chief Executive Officer / Executive Director of Finance (COL) to deputise;</li> <li>• Rhidian Hurlle, Executive Medical Director – Dr Matthew Wintle, Associate Medical Director for Secondary Care (MW) to deputise;</li> <li>• Andrew Fletcher, Associate Board Member – Trade Union.</li> </ul>	Noted	None to note
1.3	<p>Declarations of Interest</p> <p>There were no declarations of interest.</p>	Noted	None to note
<b>PART 2 – CONSENT AGENDA – FOR APPROVAL AND NOTING</b>			
Chris Darling, Board Secretary (CD) took an action to look at the new branding strap line that appears across DHCW materials.			
2.1	<p>Unconfirmed Minutes of 30 November 2023 Board Meeting</p> <p>The Board resolved to:</p>	Approved	None to note



	APPROVE the minutes of the Board meeting held on 30 November 2023.		
2.2	Unconfirmed Private Abridged Minutes of 30 November 2023 Board Meeting  The Board resolved to:  APPROVE the abridged minutes of the Private Board meeting held on 30 November 2023.	Approved	None to note
2.3	Action Log  There were no actions to discuss.  The Board resolved to:  NOTE the action log.	Noted	None to note
2.4	Forward Workplan  The Board resolved to:  NOTE the Forward Plan.	Noted	None to note
2.5	End of Year Reporting Arrangements  The Board resolved to:  NOTE the End of Year Reporting Arrangements.	Noted	None to note
2.6	Board Champion Annual Report  The Board resolved to:  RECEIVE the Board Champion Annual Report.	Received	None to note
2.7	DHCW Follow-up Response to Welsh Parliament Health and Social Care Committee and Public Accounts Public Administration Committee Scrutiny Report  The Board resolved to:  REVIEW the DHCW Follow-up Response to Welsh Parliament Health and Social Care Committee and Public Accounts Public Administration Committee Scrutiny Report for ASSURANCE.	Reviewed for Assurance	None to note
2.8	Estates Update  The Board resolved to:  NOTE the report and APPROVE future Estates Plans: <ul style="list-style-type: none"> <li>• Rationalisation of two units (7 &amp; 8) at Technium 2, Swansea reducing the footprint by approximately 40%, by Deed of Variation</li> <li>• Progress the new lease for Ty Glan-yr-Afon for ten years (with a break option at year 6) and request works in lieu of a rent free period to improve accessibility</li> <li>• Progress a new lease for Bocam Park for five years (with a break option at year 3)</li> <li>• Continue to progress discussions with partners regarding sharing DHCW office space.</li> </ul>	Approved	None to note

MAIN AGENDA

PART 3 – FOR DISCUSSION

<p>3.1</p>	<p>Shared Listening and Learning Presentation</p> <p>Dr Matthew Wintle, Associate Medical Director for Secondary Care (MW) introduced the item, advising that the presentation was centred around Research and Innovation, and the Board were asked to consider progress made towards the Research &amp; Innovation Strategic Aims since the set-up of the function in 2023, specifically noting the activity as set out in the R&amp;I Annual Report 2023.</p> <p>The presentation itself was delivered by Rachael Powell, Associate Director of Information, Intelligence and Research (RP) who noted that towards the end of 2022, the DHCW SHA Board approved its first Research &amp; Innovation Strategy, setting out a clear vision and four strategic aims:</p> <ol style="list-style-type: none"> <li>1. Deliver the assets and resource to facilitate the research and innovation environment across Wales.</li> <li>2. Focus on quality and the impact of our research and innovation.</li> <li>3. Identify, develop and nurture effective partnerships.</li> <li>4. Develop a culture of innovation that promotes creativity, learning, encouragement and support.</li> </ol> <p>Since then, R&amp;I governance has been embedded within DHCW's existing governance structures and regular reporting undertaken noting progress against plans that form part of the R&amp;I portfolio. The R&amp;I Board meets bimonthly and feeds into DG&amp;S Committee.</p> <p>Key learning from R&amp;I activities throughout 2023 will inform and support the development of the plan for 2024 and build on the progress already made.</p> <p>The following observations were made:</p> <ul style="list-style-type: none"> <li>• To continue to assess incoming research proposals;</li> <li>• To continue to think about Information Governance, the impact and how the public can be reassured that digital data is being collected and used appropriately to improve healthcare systems and consequently the level of care provided and received;</li> <li>• The importance of developing systems such as SAIL, which strips out identifiable information from health care data;</li> <li>• To develop academic and additional expertise from the incoming cohorts through Cardiff university and WIDI arrangement partnerships;</li> <li>• The need to be sustainable, showing a commitment of covering the resource, recovering costs to reinvest into</li> </ul>	<p>Received &amp; Discussed</p>	<p>None to note</p>
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	<p>the service;</p> <ul style="list-style-type: none"> <li>• To embed the Research and Development policy;</li> <li>• Prevention based healthcare, the importance and benefits of embedding data infrastructure to leverage in appropriate ways;</li> <li>• Evaluating the impact of research, robust systems to assess the data</li> <li>• Embedding confidence in the public around the safe use of data for improvement;</li> <li>• Improve engagement and communications, helping the public realise how research programmes provide better healthcare for loved ones;</li> <li>• Data as infrastructure by knowing more about your health could improve your outcomes from leading providers across the world, explore how this is worded to deliver benefits.</li> </ul> <p>The Board resolved to: RECEIVE and DISCUSS the Shared Listening and Learning Presentation.</p>		
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PART 4 – FOR REVIEW

4.1	<p>Chair and Vice Chair Report</p> <p>The Chair outlined the following highlights from within the report:</p> <ul style="list-style-type: none"> <li>• Programme Governance Arrangements Update - Following previous updates to the Board, SJ advised that embedding the new programme governance arrangements has continued since the last Board meeting. Following the first Programmes Delivery Committee on 9 November 2023, a Committee Development session took place on 18 January 2024, with the second Committee meeting scheduled for the 6 February 2024. SJ updated the Board that now the new programme governance arrangements are in place it has been agreed that David Selway, Independent Member would take over the chair for the Programmes Delivery Committee moving forward.</li> <li>• Board Development, 7 December 2023 - The session included Board member discussion and facilitated work on stakeholder engagement and stakeholder messaging. In the afternoon, The Board held its final Board Development session with Deloitte as part of the fifteen-month Board Organisational Development programme. The final session allowed Board members to reflect on progress and learning over the past fifteen-months as well as agree areas of focus moving forward to continue to learn, evolve and improve as a Board.</li> <li>• Llais Meeting with NHS Wales Chairs, Vice Chairs and</li> </ul>	Received & Discuss	None to note
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	<p>Chief Executives, 15 January 2024 - Llais Chair, Medwin Hughes and Llais Chief Executive, Alyson Thomas met with Chairs, Vice Chairs and Chief Executives from NHS bodies to discuss the role of Llais and ensuring they are engaged in proposed service changes at an early stage.</p> <p>The Board resolved to: RECIEVE and DISCUSS the contents of the Chair and Vice Chair report.</p>		
4.2	<p>Chief Executive's Report</p> <p>Claire Osmundsen-Little, Deputy Chief Executive Officer / Executive Director of Finance (COL) provided the following highlights from the report:</p> <ul style="list-style-type: none"> <li>• Staff Briefing - On 12 December 2023 DHCW held a hybrid Christmas Staff Briefing and it was great to have members of the Executive team who were joined by staff both online and in person at various office locations. At the briefing we shared a look back on 2023, the changes in organisational structures, highlights from the work of the Board, winter wellbeing updates and we finished off the briefing with a festive quiz.</li> <li>• Four Nations Meeting - Colleagues from across the Four Nations came together on the 15 December 2023 and held productive discussions around a range of topics including Digital Maturity, workforce, and data governance.</li> <li>• Digital Inclusion Accreditation - COL advised it was with great pride to share that DHCW have achieved Digital Inclusion Charter Accreditation, commenting that this was a significant milestone in DHCW's ongoing commitment to ensuring that everyone in Wales can access digital systems to empower them to lead healthier lives.</li> </ul> <p>The Board resolved to: RECEIVE and DISCUSS the contents of the Chief Executive's report.</p>	Received & Discussed	None to note
PART 5 – STRATEGIC ITEMS			
5.1	<p>DHCW Draft Long Term Strategy</p> <p>Ifan Evans, Executive Director of Strategy (IE) presented the report noting that <b>the</b> strategy brings together the DHCW vision, purpose, missions, principles and values into a single, coherent strategic approach. The missions set out how we will deliver our purpose, whilst the principles describe how we will realise our vision. In addition, DHCW values underpin everything that we do.</p> <p>The Board was being asked to approve the Draft Strategy which will be followed by a period of wider external engagement with key communities, stakeholders and partners, as well as further</p>	Received & Discussed	None to note



	<p>engagement with DHCW staff</p> <p>Activities with stakeholders through February and into March will be led by the Head of Strategy with support from the Engagement team and Communications teams. Activities will center on communicating the missions, strategic objectives and principles, and will give partners and stakeholders the opportunity to provide their feedback. It will then be brought back to the SHA Board in March for approval of the Final Strategy.</p> <p>The following observations were made:</p> <ul style="list-style-type: none"> <li>• The strategy uses the term one integrated health record as opposed to patient record;</li> <li>• Organisational growth was reflected as a net benefit instead of attributing a numerical number, but was still being refined;</li> <li>• Communications were supporting work around a Healthier Wales through collaborating with stakeholders and peer groups;</li> <li>• The strategy showed a clear strategic direction with ongoing stakeholder engagement;</li> <li>• In terms of digital maturity, it was noted the importance of readiness with partners in NHS Wales, all engaged and ready to move health and social care into a data driven digital system;</li> <li>• Aim to distinguish and define measurable outputs and outcomes throughout;</li> <li>• Incorporating all elements such as plan on a page, visions, mission, purpose and values.</li> </ul> <p>The Board resolved to: RECEIVE and DISCUSS the DHCW Draft Long Term Strategy.</p>		
5.2	<p>IMTP</p> <p>Ifan Evans, Executive Director of Strategy (IE) presented the report on progress with the IMTP noting the publication of the Welsh Government planning framework and confirmation of the date of submission for the DHCW IMTP as the 29 March 2024.</p> <p>The Planning Framework was received on 18 December 2023 in the form of two letters – one from Eluned Morgan, the Minister for Health and Social Services, the second from Judith Paget, NHS Wales Chief Executive.</p> <p>Next steps were noted as:</p> <ul style="list-style-type: none"> <li>• Accountable Officer letter (if IMTP is going to be unbalanced) submitted to Welsh Government by 16 February 2024</li> <li>• IMTP Submission to Welsh Government by 29 March</li> </ul>	Received & Discussed	None to note



	2024 The Board resolved to: RECEIVE and DISCUSS the IMTP update		
5.3	<p>Strategic Workforce Planning Update</p> <p>Sarah-Jane Taylor, Director of People &amp; Organisational Development (SJ) presented the update on the Strategic Workforce Planning 2023-24 and approach for 2024-25, noting that The Digital and Data Strategy for Health and Social Care in Wales (July 2023) emphasised the pivotal role of Digital Health and Care Wales (DHCW) to develop and lead digital health and care as a key enabler across NHS Wales.</p> <p>SJ explained the requirement for strategic workforce planning, succession planning and identifying single points of failure and to put measures in place to become robust and future fit, whilst continuing to identify, develop, and grow the existing capability and to attract and retain the next generation of talent.</p> <p>The paper provided updates, including details on a number of new features, along with the work completed with Gartner, the 2024-25 strategic workforce planning exercise which will provide up-to-date information to help prioritise and develop new strategic resourcing approaches, talent pipelines and long-term development provision in line with strategic direction and new ways of working. The 2024-25 strategic workforce planning exercise commences directly after the launch of the new DHCW Digital Strategy in March 2024.</p> <p>Horizon scanning and succession planning will also be incorporated towards a product approach, with maturity assessments, WIDI Partnerships, and the upskilling of staff all being utilised to develop a robust plan for the future.</p> <p>In terms of transferrable talent, specifically identified in high number of levers between bands 5 and 7, analysis is ongoing to understand what can be done to retain this cohort and potentially upskill in other areas of the organisation.</p> <p>Other proactive work would be in creating an operational blueprint to support development of the product approach and complete cultural interviews, and target trade union hot spots.</p> <p>The Board resolved to: RECEIVE and DISCUSS the Strategic Workforce Planning Update.</p>	Received & Discussed	None to note
5.4	<p>Finance Report</p> <p>COL presented the finance report for the period ending 31 December 2023 and highlighted the following:</p> <ul style="list-style-type: none"> <li>DHCW Financial Context - DHCW confidence of meeting its statutory financial targets remained high. DHCW await a formal response to the core element of the submission as part of the financial improvement exercise (£0.726m) and as a consequence have assumed that the proposal</li> </ul>	Received & Discussed	None to note



has been accepted and consequently provided for within the forecast position.

- Revenue - DHCW is reporting a revenue underspend of breakeven £0.171m for the period to 31 December 2023 . Pay spend continues to track behind profiled spend (circa £2m), this is significantly offset by increases in non- pay spend as DHCW continues to secure capacity via third party suppliers (£1.1m) and support of the Datacentre 2 Transfer (DC2T) activity estimated to be £1.2m for this financial year, any delay may lead to a pressure in 2025/26.
- Capital - Spend to December totals is £12.207m against CRL of £18.342m. An underspend of £0.118m against period plan and a residual spend balance of £6.135m (33%) to be completed before year end. The forecast has identified a reduction of requirement totalling £0.665m across DPIF schemes (this will be available to repurpose as required) leading to a net residual spend balance of £5.470m planned to be completed before year end.
- Cash - DHCW has a cash balance of £1.095m as at 31 December 2023. This will be monitored.
- Covid-19 - DHCW received £7.4m funding and the spend to date is £4.4m. The forecast is subject to the outcome of the Financial Improvement exercise and any subsequent recovery of funding.
- Digital Priority Investment Fund - A total of £34.583m in revenue funding is anticipated with current spend of £24.093m. Based upon the quarter three forecast DHCW will now "fix" the funding requirement with Welsh Government to agree the final funding requirement for the financial year.
- Cash Balances - A material cash payment relating to the DPIF Digital Intensive Care Unit has been made in December as supplier delivery milestones have been approved as achieved. On 20 December 2023 DHCW issued a Milestone acceptance Certificate to the supplier recognising that the system had been installed, tested for stability and security within the NHS Wales environment resulting in a payment of £2.1m made to the Contractor.

Developments Since November Board were noted as:

- Capital - DHCW has now received an addition of £0.614m to capital funding allocation (via an adjustment to the CRL) to support Cyber Security initiatives.
- Cancer Informatics Programme - The exercise to assess resource requirement to complete the functionality set out in the initial business case and ongoing support requirements has now been completed. A request was submitted to Welsh



Government digital policy leads in December for consideration and funding in 2024/25.

In terms of the approach to the 2024/25 financial planning process key issues were noted as:

- Data Centre 2 Transition (DC2T) - As a consequence of the major outage in November, the timescales for the migration have been pushed into March. December has also been challenging as installation of the grey fibre solution was delayed (impacting the critical path for networking activity) due to third party resource constraints. Whilst plans are also in place to manage potential disruption as a result of the Junior Doctors strike action an exercise is underway to determine any potential impact on timelines and resultant spend slippage in the new financial year (potentially adding to 2024/25 pressures).
- Sustainable Funding - DHCW continues to liaise with Welsh Government to produce a policy brief setting out the background (including current challenges), options and a recommendation for addressing the current challenges. Particularly, this will explore how DHCW are funded to maintain and deliver all-Wales digital services, such as the NHS Wales App, the National Data Resource, and the Cancer Informatics Solution. The brief will consider existing limitations of DPIF (for example, the scope agreed by the Minister), on the assumption that there will be revenue and capital similar to current levels available going forwards for a DPIF-style fund. It will also look at potential to improve existing funding flow options including Strategic Programmes and other funds, to provide the funding for All-Wales digital services.
- Microsoft 0365 VAT - HMRC have advised that the claims have been escalated to the internal policy team in order to assess all the information we have submitted and provision of a consistent response across all cases. In terms of timing, DHCW would not expect HMRC to come back with an answer this financial year as there are a significant number of stakeholders involved in their internal teams that need to provide approval.

The following observations were made:

- An Accountability Officer letter would be sent to WG if by 16 February 2024 funding for the Cancer Informatics Programme had not been confirmed;
- There was currently no impact on the ability to deliver due to the vacancy factor, in particular in Operations that could potentially affect the programmes due to offsetting the position and utilising alternative recruitment channels;
- Significant recurrent savings through Corporate Services activities had been made.



	<ul style="list-style-type: none"> <li>VAT recovery exercises completed by the Finance team had incurred recurrent savings also.</li> </ul> <p>The Board resolved to: RECEIVE and DISCUSS the Finance Report.</p>		
5.5	<p>Strategic Procurement Report</p> <p>IE introduced Michelle Sell, Director of Planning, Performance and Chief Commercial Officer (MS) who presented the 2 Contract Awards for approval plus 1 Direct Award Call-Off via a sole supplier Framework for noting.</p> <p>(i) P159.07 Microsoft Reseller Provider (“MRP”) Framework Agreement</p> <p>Contractor: Trustmarque Solutions Ltd</p> <p>Term: 01 April 2024 to 31 March 2028 with the option to extend for a further two (2) years, executed in annual increments</p> <p>Value: Total Contract Value including the extension options is £450,000,000.00 (excl. VAT)</p> <p>Approval Requested: Contract Award</p> <p>The following observations were made:</p> <ul style="list-style-type: none"> <li>Transacting on behalf of the whole of Wales, in a national capacity;</li> <li>Value not a commitment to procure or a target, allows for growth for example in areas such as Cloud, Enterprise Agreement, additional kit etc.;</li> <li>WG had been Notified.</li> </ul> <p>(ii) P885 End User Hardware Provision</p> <p>Contractor: Dell Corporation Limited</p> <p>Term: 01 April 2024 to 31 March 2027 with the option to extend for a further one (1) year</p> <p>Value: Total Contract Value including the extension options is £14,365,741.00 (excl. VAT)</p> <p>Approval Requested: Contract Award</p> <p>The following observations were made:</p> <ul style="list-style-type: none"> <li>Reprovision of kit;</li> <li>Benefit of DHCW and supporting organisations;</li> <li>Planned work subject to funding and not a commitment to spend the exact value.</li> </ul> <p>(iii) P785 Google Cloud Reseller (“GCP”) Direct Award Call-Off Commitment</p> <p>Contractor: Computacentre</p> <p>Term: 12 December 2023 to 11 December 2026</p> <p>Value: Direct Award Call-Off Value is \$1,800,000.00, based on</p>	Approved	None to note



	<p>\$600,000.00 per annum</p> <p>Approval Requested: Direct Award Call-Off</p> <p>The following observations were made:</p> <ul style="list-style-type: none"> <li>VAT calculated in the detail in the report is too high due to the conversion from dollars to pounds, which will be amended.</li> </ul> <p>The Board resolved to:</p> <p>APPROVE the Strategic Procurement Report.</p>		
<b>PART 6 - GOVERNANCE, RISK, PERFORMANCE AND ASSURANCE</b>			
6.1	<p>Corporate Risk Register</p> <p>Chris Darling, Board Secretary (CD) noted the world economic forum global risks landscape 2024 report had been published since the papers were issued and highlighted Artificial Intelligence amongst other significant items to consider in terms of opportunities and threats from a risk perspective, which would be addressed in an upcoming Board Development session.</p> <p>In terms of DHCW's current risk position CD advised that the Corporate Risk Register currently had 19 risks, 6 of which were deemed private, 4 assigned to Digital Governance and Safety Committee and 2 assigned to Programmes Delivery Committee.</p> <p>Since the last meeting, three new risks had been added:</p> <ol style="list-style-type: none"> <li>DHCW0331 Fixed term resource funding – long term viability of recruiting core digital skills and the uncertainty of funding, in terms of supporting the future cloud and product based operating model specifically. Had become a standing agenda item at SRG in order to mitigate.</li> <li>DHCW0332 Sustainable Major Programmes Funding - risks relating to sustainable funding have been downgraded to directorate level with this overarching risk kept at corporate level; Risk to staff retention to be identified in the description as an interdependency.</li> <li>DHCW0333 WICIS Implementation Delay – tabled for a deep dive at the next PDC on 6 February, to provide assurance in terms of clinical safety and the Go Live schedule.</li> </ol> <p>6 risks had been removed from the register and 1 had changed in score, all of which were detailed in the report.</p> <p>2 additional deep dives were scheduled for DG&amp;S Private meeting on 1 February, for risks DHCW0263 Data Functions &amp; DHCW0320 Citizen and Stakeholder Trust in Uses of Health and Social Care Data.</p> <p>The following observations were made:</p> <ul style="list-style-type: none"> <li>Consolidated risk in terms of DPIF related funding</li> </ul>	Received & Discussed	Note to note



	<p>sources affecting multiple programmes, and the uncertainty of funding beyond a year, with shorter funding cycles due to WG budgeting, was being managed with Mike Emery, Chief Digital Officer, WG and tracked individually at Programme Boards.</p> <p>The Board resolved to: RECEIVE and DISCUSS the Corporate Risk Register</p>		
6.2	<p>Integrated Organisational Performance Report</p> <ul style="list-style-type: none"> <li>Response to actions from JET</li> </ul> <p>COL noted the transition of the Performance team into the Finance and Business Assurance directorate in January 2024.</p> <p>COL delivered the integrated organisational performance report to end of December 2023 noting the following headlines:</p> <ul style="list-style-type: none"> <li>Operational Service Delivery was RED in both November and December, the causes relate to the review of documentation, and some testing which has been delayed to coincide with the Data Centre Transition project to minimise disruption to NHS Wales. December showed some improvement with an anticipated move to AMBER in January.</li> <li>Limited contingency which had been tested since with no down time and the schedule to transfer begins on 9 February and due to complete by the end of the financial year.</li> <li>Traditionally December is a short month with a higher level of annual leave taken across the organisation, in addition, DHCW have seen a higher level of sickness than normal which has had an impact on some activity.</li> <li>Overall sickness has increased to the highest level this year, whilst short term sickness remains around the average there is a rise in long term sickness with 43 cases recorded during December and 35 in November. The causes are being monitored and action is being taken to support colleagues to return to work. It was positive to see all workforce measures are meeting their targets with appraisals at the highest rate of compliance this year, 94%, and Statutory and Mandatory Training compliance at 94.1% against targets of 85%.</li> <li>There has been a large increase in the roll out of the NHS Wales App, supported by the Primary Care and Mental Health Directorate, with 76,218 downloads. Additionally, the mini competition process for the GP Systems has concluded, with all GP practices participating and suppliers have been notified of the outcome.</li> </ul> <p>An EMIS rollout and onboarding of GP Practices was taking place via a collaborative effort between Primary Care, Operations and the DSPP App team, which should be completed by the end of March allowing 740, 000</p>	Received & Discussed	None to note



	<p>members of the public access to the App and its benefits. The collaborative effort was extended to thank the Corporate Governance, Communications, Service Management and Service desk teams also.</p> <ul style="list-style-type: none"> <li>The last report stated that the build of the minimum viable product of the Welsh Intensive Care Information System (WICIS) was completed and delivered for user testing to the first go live site. Focus during both November and December has been on the readiness in Aneurin Bevan University Health Board to test and to go live with this product. Given the progress in development of the product a milestone payment was made in December which impacted on the underlying cash balances. The system will collect real-time information automatically from monitoring devices, pumps and respiratory equipment used for patient care. This will provide easy access to vital data and insights, giving frontline staff a quick and clear overview of the status of patients and devices across the ward.</li> <li>Quality Management is also AMBER due to the percentage of quality improvement actions which have not been reviewed to schedule. Action with each directorate is underway to correct it.</li> <li>With the implementation of DHCWs new telephone system the Service Desk now have the capability to report on the number of telephone calls received in both English and Welsh, as well as the abandoned calls rates for both English and Welsh queues. This is being developed for future reports.</li> </ul> <p>The Board resolved to: RECEIVE and DISCUSS the Integrated Organisational Performance Report.</p>		
6.6	<p>Local Partnership Forum Highlight Report</p> <p>There were no escalations on this occasion to Board from the last Forum meeting held on 5 December 2023.</p> <p>The Board resolved to: NOTE the Local Partnership Forum Highlight Report.</p>	Noted	None to note
<b>PART 7 - CLOSING MATTERS</b>			
7.1	<p>Any Other Urgent Business</p> <p>There was no other urgent business raised.</p>	Discussed	None to note
7.2	<p>Date and Time of Next Meeting</p> <ul style="list-style-type: none"> <li>Thursday 28 March 2024</li> </ul> <p>The meeting closed at 13:20.</p>	Noted	None to note