

APPENDIX C

Details of Assurance Quality Plans within the reporting period.

CAVUHB Vyaire SentrySuite WRRS Feed

Vyaire's SentrySuite is a respiratory management and reporting software package available in secondary care in all health boards/trusts in Wales, used for Pulmonary Lung Function testing. The purpose is to secure the Pulmonary Function Test HL7 observational result (ORU) report feed traffic, originating from the Vyaire's SentrySuite, for processing into WRRS, making the reports visible in WCP to all Wales clinicians. Utilizing existing DHCW integration services components developed for the All Wales HTTP ORU flow.

National Subscription Service

In 2018 Welsh Government published 'A Healthier Wales: Long term plan for health and social care', which sets out a strategic vision of building on Prudent Healthcare philosophies, emphasising preventing illness, supporting people to manage health and wellbeing and supporting this with new technology that helps to integrate health and social care services. Technology is seen as an enabler to change, with a key role of connecting data across health and care. Ensuring that data and information is accurate, up to date and accessible to all responsible for care is crucial.

Cloud Contact Centre and Telephony

The initial use case for the Telephony and Cloud Based Contact centre is to replace the current on-premise Mitel Mi Voice platform to utilise invested Microsoft 365 E5 licences which includes the Teams Voice licences. Procurement for a Cloud Based Contact Centre Solution which fully integrates with Teams Voice is complete and the tender was awarded to 8x8. 8x8 is the replacement solution for DHCW Contact Centre and Telephony. The objective of delivering the 8x8 Telephony and Cloud Based Contact centre is to enable a safe and secure environment whilst maximizing the benefits deriving from the DHCW Microsoft 365 investment.

Welsh Clinical Worklist Manager

A Clinical worklist manager will be designed, developed and tested by the Single Record Team and will be a separate standalone application from the Welsh Clinical Portal. Various Single Record products have highlighted a need for an online application which will allow clinicians to view and manage worklists. The Clinical worklist manager will replace the paper processes in various clinical departments receiving paper requests/notes and the relevant actions in the workflow. The objective of developing this worklist outside of WCP patient lists is due to the several instances of WCP, the different builds of WCP – therefore allowing a national single instance service to be developed for multiple uses.

Microsoft Copilot Proof of Concept

Microsoft 365 Copilot is a Microsoft 365 E5 licence add-on. Microsoft 365 E5 licences are the highest level of enterprise licence and have been allocated to approximately 40% of NHS

Wales staff. These staff are generally classed as ‘knowledge workers’. Funding for the pilot has been established within the Microsoft 365 CoE budget. 300 licences will be provided for a period of 12 months at a cost of \$100k. This is non-recurring and there is no obligation to continue beyond 12 months. The solution is cloud-based (Software as a Service) and requires no additional on-premises infrastructure.

111 Service Integration

The 111 project was established to support the unscheduled care system. The project included the procurement of a single integrated solution for NHS Wales, a solution intended to provide access to health advice and urgent care. Procurement concluded with the SALUS system [provided by Capita] being selected to replace the NHS Direct [CAS system] and the Out of Hours [Adastra] system. The 111 Wales service model aims to support the integration of urgent and unscheduled care by delivering an integrated service that is the ‘front door’ of the NHS and provides the public with signposting to urgent services, clinical advice and treatment 24 hours a day, 7 days a week. The service will simplify the multiple and often complex pathways that exist for patients, carers and professionals in navigating their way through urgent and unscheduled care systems. Currently, patients often take the easiest and most accessible route which unfortunately means they inappropriately present to hospital Emergency Departments.

Eyecare Digitisation Programme WPAS OPD Lists

The EyeCare Digitisation Programme [Cardiff and Vale] on behalf of NHS Wales have procured access to the ToukanLabs EyeCare applications. OpenEyes Electronic Patient Record [EPR] and OpenERS [E Referrals Solution]. Both solutions are being used locally within C&V. The multi tenanted instance of the OpenEyes EPR will improve patient safety and governance and OpenERS will enable shared care between Primary Care, Secondary Care and ODTs [Ophthalmic Diagnostic Treatment Centres] which are special primary care centres set up to manage high volume/low complexity patient eye conditions, reducing hospital and consultant led waiting lists. The project is owned, managed, and hosted by C&V, the responsibility to undertake the development and Implementation sits with the Health Board. A Programme Board, Regional and HB Teams are in place to support the work pre and post Implementation.

SBU MediLogik eMPI PDQ cloud feed

The MEDILOGIK Endoscopy Management System (EMS), is an endoscopy reporting and departmental management software package available in several NHS Wales health board locations. The product covers Upper and Lower GI Endoscopy, Colonoscopy, Flexible Sigmoidoscopy, ERCP, Bronchoscopy and Cystoscopy procedures, as well as allowing patient scheduling functionality, in conjunction with existing health board PAS scheduling procedures. MEDILOGIK EMS web-based application in Swansea Bay University Health Board (SBU HB), is delivered by third party supplier MEDILOGIK Ltd from a UK (Microsoft Azure) cloud hosted platform.

Shared Medicines Record APIs

The Shared Medicines Record (SMR) will be built using Fast Healthcare Interoperability Resources (FHIR) standards to support interoperability across platforms and products. In helping to create the SMR, an application programming interface (API) delivery team was stood up to create the required APIs for which the SMR will use. The APIs and SMR are also a dependency of the Secondary Care electronic Prescribing and Medicines Administration (ePMA) project. The APIs once developed, will sit within the API platform (APIGEE).

Shared Medicines Record

The Shared Medicines Record (SMR) project sits within the Digital Medicines Transformation Portfolio (DMTP) and is governed by the SMR Project Board, with oversight from the DMTP Board. Currently there is no source of medicines information that provides access to the full list of medicines a patient has or is taking. Medicines information is currently locked in siloed and disparate clinical applications which do not support seamless information sharing.

MTeD: Anti-coagulation Forms

Anticoagulants are one of the classes of medicines most frequently identified as causing preventable harm and admission to hospital. Managing the risks associated with anticoagulants can reduce the chance of patients being harmed. In 2007 the National patient Safety Association issued a patient safety alert on anticoagulants which stipulated a range of measures to be implemented by health care organisations. A key element of ensuring the safe care of patients on anticoagulant medicines is the timely and appropriate transfer of clinical information between care settings. This information is required by all healthcare professionals involved in the management, monitoring, prescribing and administration of anticoagulants.

TPOC WCP for Pharmacy

Patients are currently referred from the community pharmacy Independent Prescribing Service to GP services as MSU (Midsream Urine) test requesting is currently not available via the Community Pharmacy service, this results in a potential delay in treatment. Access to test requesting for community pharmacists delivering the Independent Prescribing Service via WCP would improve timeliness of appropriate treatment, reduce the risk of persistent infection, treatment failure, recurrent infection and pathogen ascension with subsequent colonisation of the kidney.

Migration of WelshPAS Patient Data for Bridgend from Swansea Bay to Cwm Taf Morgannwg

WelshPAS is one of the major applications running in a hospital/community in a Health Board/Trust. It has the patient at its core and provides software services to NHS in Wales for the management of Patient Referrals, OutPatient Attendances, Clinics and Admissions as well as providing support for Maternity services and Pathway management including Cancer tracking activity. WelshPAS systems across NHS Wales process over 4 million transactions every day and help make sure that the Patient arrives at the right hospital for the right treatment each time, every time. It is a key source of demographic data for Master Patient Index and is used to populate the Welsh Clinical Portal (or equivalent) with patient lists.