



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



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.



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

4 DRIVE better value and outcomes through innovation



Portfolios

- 1 Research and Innovation
- 2 Value from data



Enablers

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

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



Key

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



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						



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.

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	GOVERNANCE & 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	
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 | ESCALATIONS TO DHCW BOARD

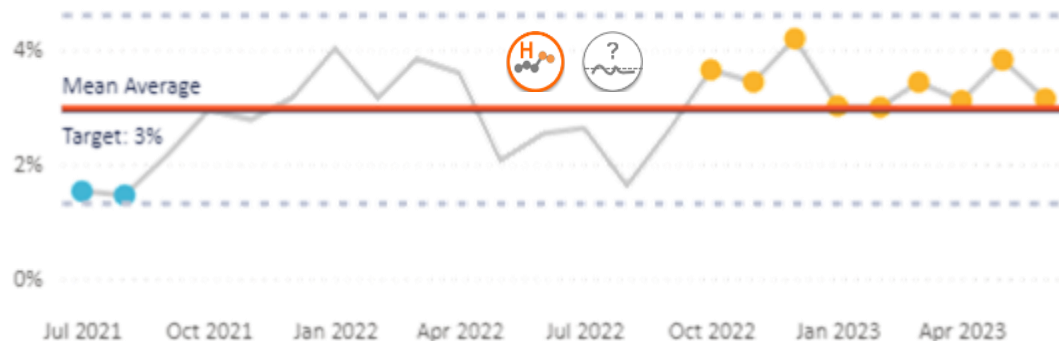


ESCALATIONS FROM MANAGEMENT BOARD TO DHCW BOARD

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



SICKNESS ABSENCE

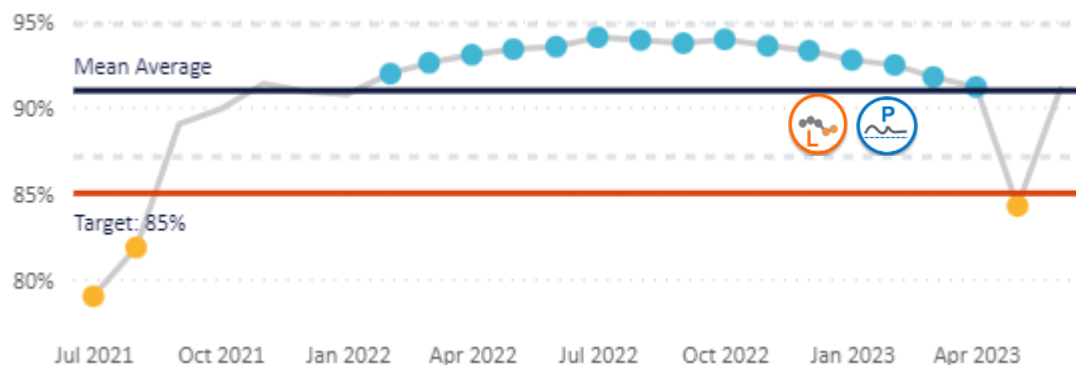


Overall Sickness absence - 3.14%, a decrease of 0.68% since the previous month.

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

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

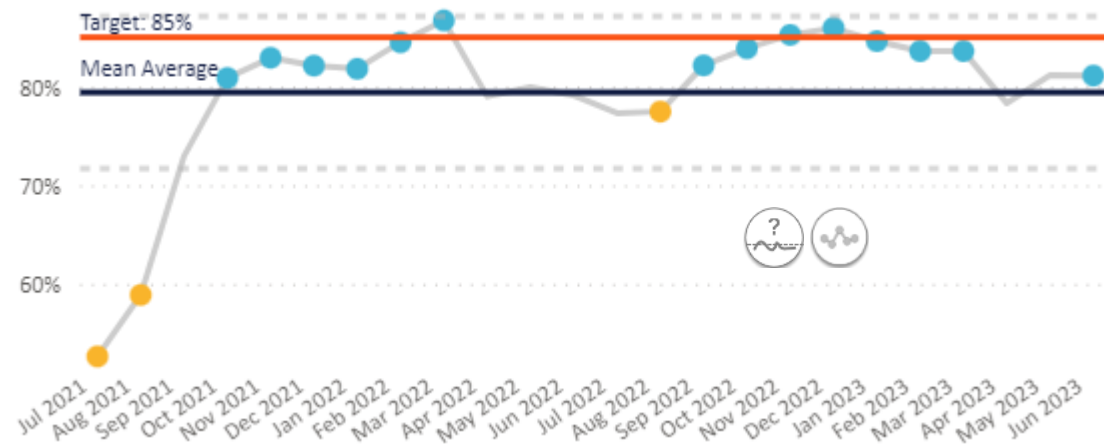
STATUTORY AND MANDATORY TRAINING



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.

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.

APPRAISALS



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

VARIATION

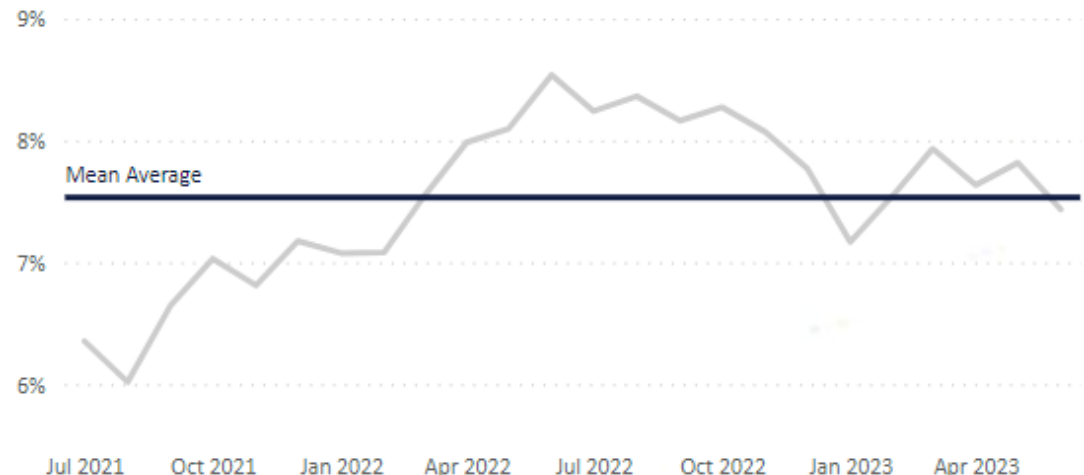
- Special Cause Concerning variation
- Special Cause Improving variation
- Common Cause

ASSURANCE

- Consistently fail target
- Consistently hit target
- Hit and miss target subject to random

- Target
- Average
- Process Limits

TURNOVER



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



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



COMMERCIAL SERVICES | STRATEGIC PROCUREMENT ACTIVITY



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



OPERATIONAL PERFORMANCE | INCIDENT & SERVICE REQUEST MANAGEMENT



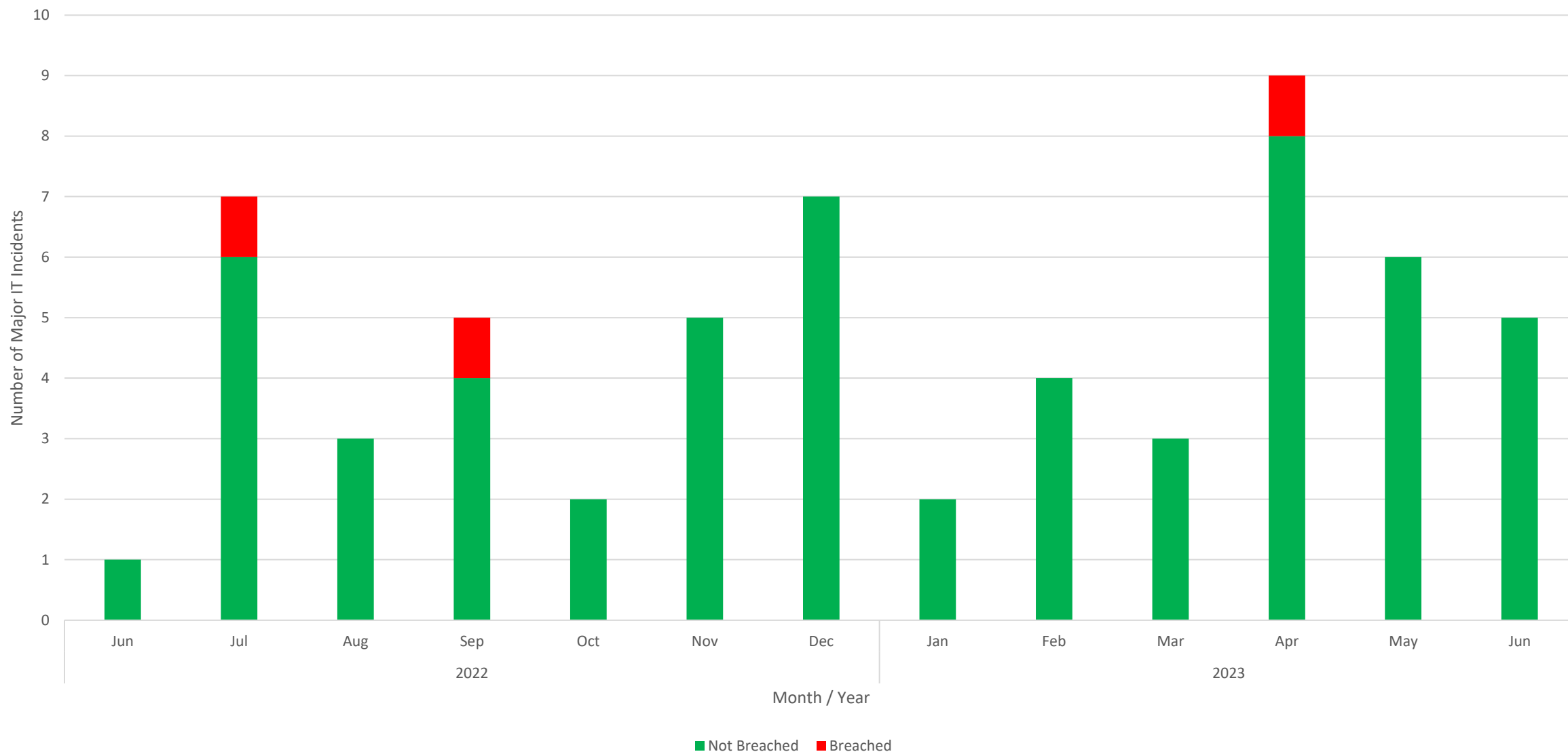
PERFORMANCE AREA	METRIC	JUN-22	JUL-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23
National Services - Critical (Excluding GP Services)	Score denotes % of Incidents resolved within the SLA target *(Resolved total can include Incidents logged outside the month)	1063 (93%)	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.



OPERATIONAL PERFORMANCE | MAJOR IT INCIDENTS





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

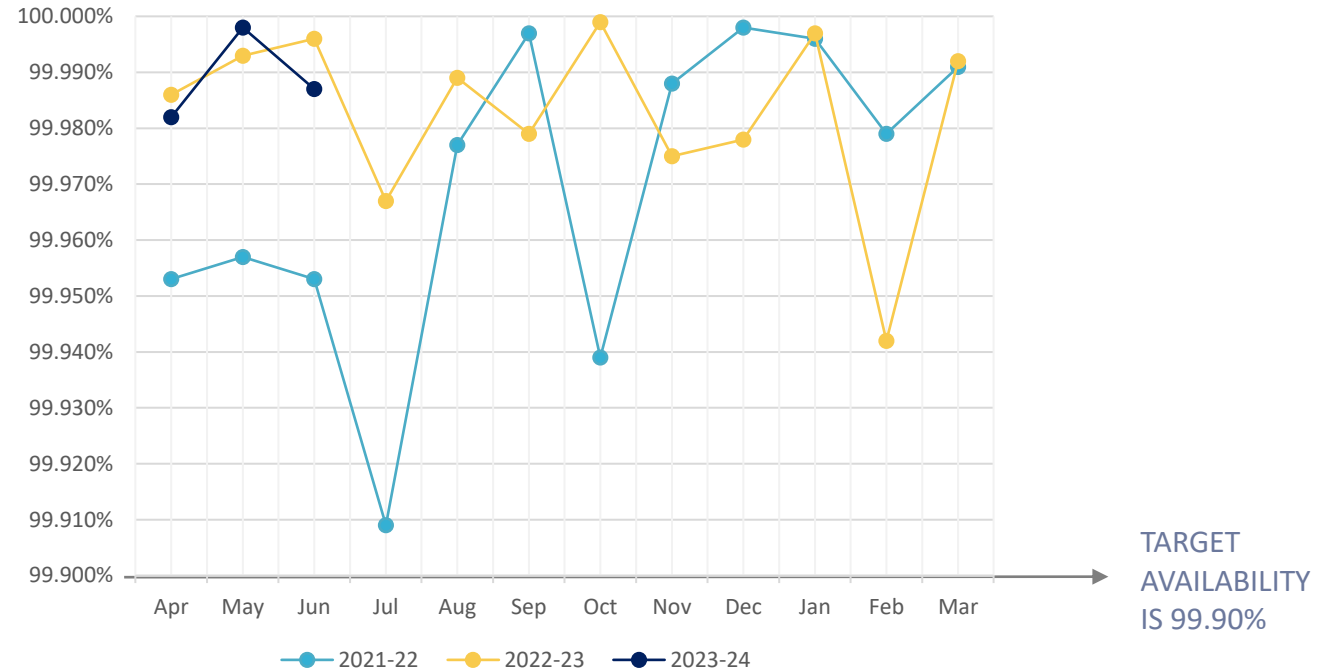
13 MIs totalling **20** instances of disruption across **10** services

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.

DHCW Service Availability Annual Comparison



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.



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
DESCRIPTION	<p>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.</p> <p>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.</p> <p>This resulted in a single P1 call being logged and a recorded downtime of 39 minutes.</p>				

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
DESCRIPTION	<p>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.</p> <p>This resulted in 1 out of hours call being received with the service being unavailable for 239 minutes.</p>				

^ Service hosted locally within LHB who maintain elements of Service



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	<p>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.</p> <p>The ruleset for outbound mail flow rules was updated, whilst ongoing work with the supplier continues, which has restored outbound email to affected accounts.</p>			
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	<p>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.</p> <p>The service was unavailable for 68 minutes and resulted in 6 calls being raised with the service desk</p>			
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	<p>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')</p>			

^ 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 8483433 PROBLEM REF NO PROBLEM RECORD RAISED
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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
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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
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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
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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.

[^] Service hosted locally within LHB who maintain elements of Service



OPERATIONAL PERFORMANCE | MAJOR IT INCIDENTS MAY 2023 (DETAIL) 2 OF 3

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 Morrison 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
DATE/TIME LOGGED	04/05/2023 09:22	DATE/TIME RESOLVED	04/05/2023 09:30		Time to resolution: 8 Minutes
DESCRIPTION	<p>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.</p> <p>This resulted in 1 call being raised and system unavailability of 8 minutes.</p> <p>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.</p>				

^ Service hosted locally within LHB who maintain elements of Service



OPERATIONAL PERFORMANCE | SERVICE DESK

	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.

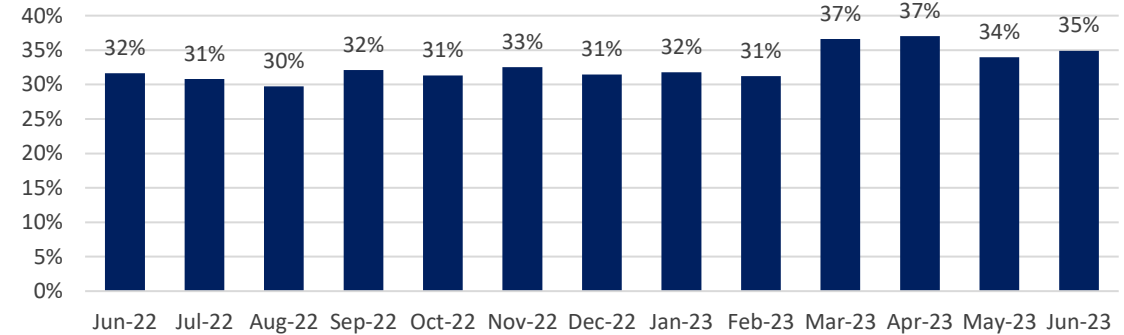
First Line Fix rates decreased from 37% to 35%.

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

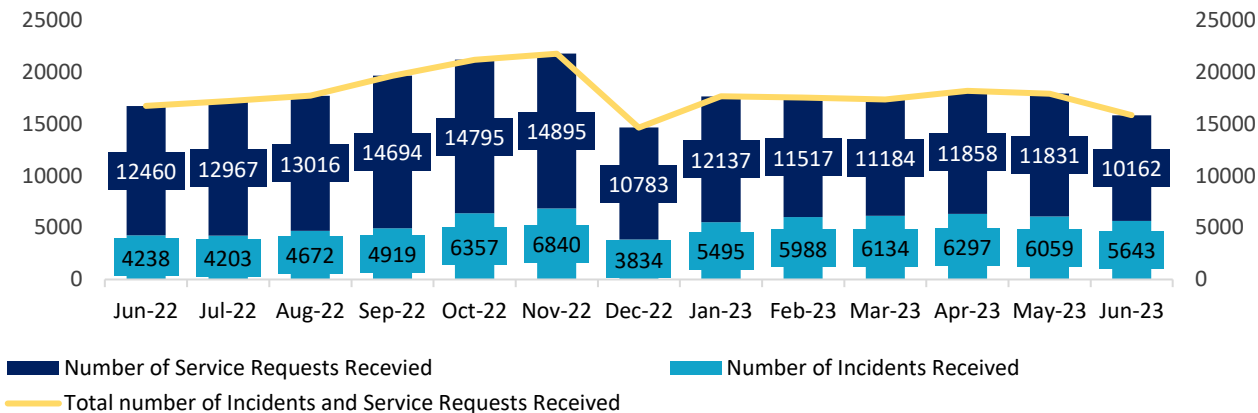
Abandoned Calls has decreased from 4.2% to 2%. A possible reason for this is that more staff are now available during the week following the reduction of the opening hours over the weekend.

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.

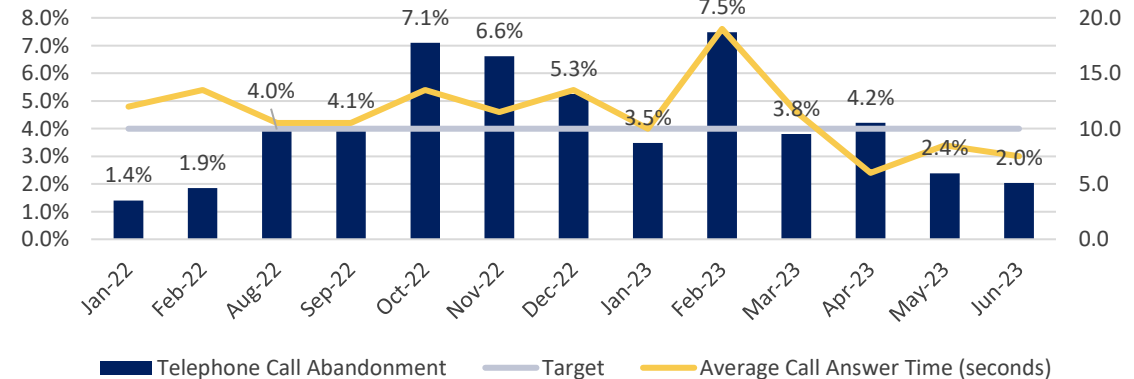
First Line Fix Rate



Incidents and Service Requests Received



Telephone Abandoned Calls





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

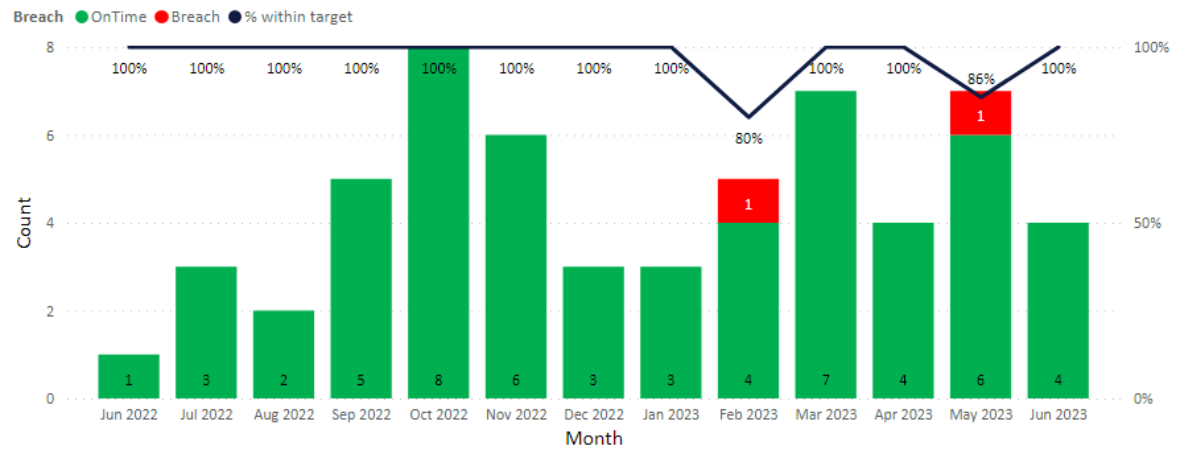


Diagram is for responses to Freedom of Information Act requests only.



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

OTHER STRATEGIC ENGAGEMENT ACTIVITIES:

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



SERVICE LEVEL AGREEMENT / SERVICE REVIEW MEETINGS:

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



SUMMARY:

Customer Satisfaction levels remain above target at 94%.

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

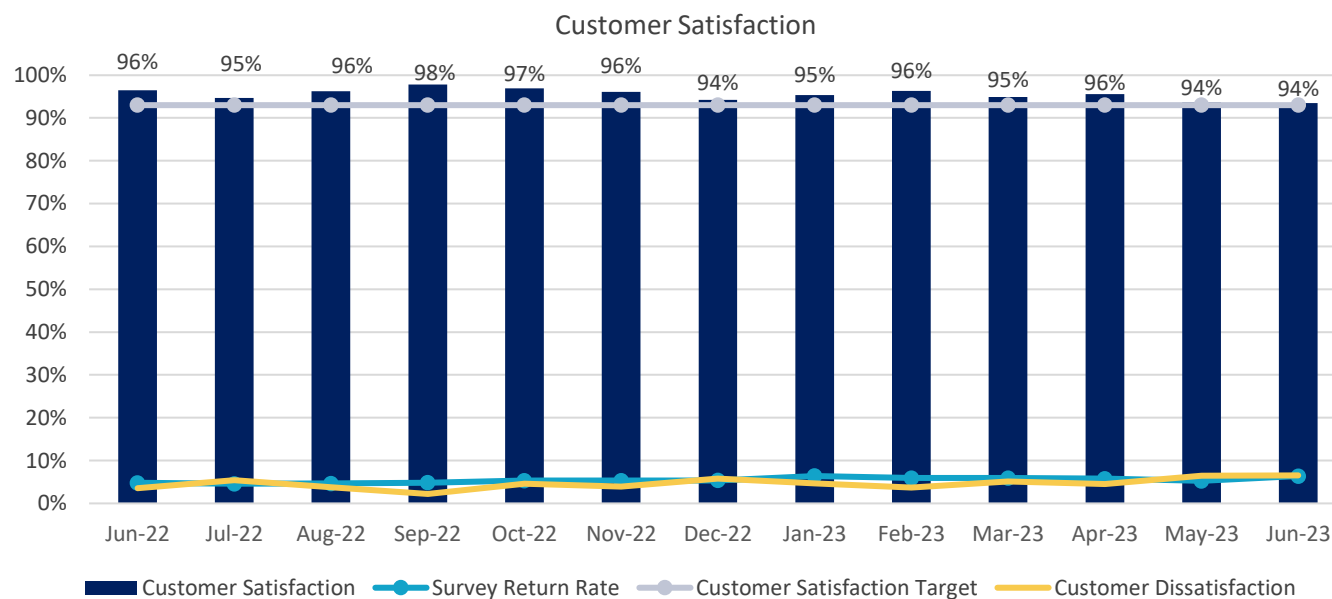
*SBU HQ Baglan
Very prompt and good follow up to ensure issue was resolved*

*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*





"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!