



GIG
CYMRU
NHS
WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

INTEGRATED ORGANISATIONAL PERFORMANCE REPORT (IOPR)

Special Health Authority Board
May - June 2024

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.

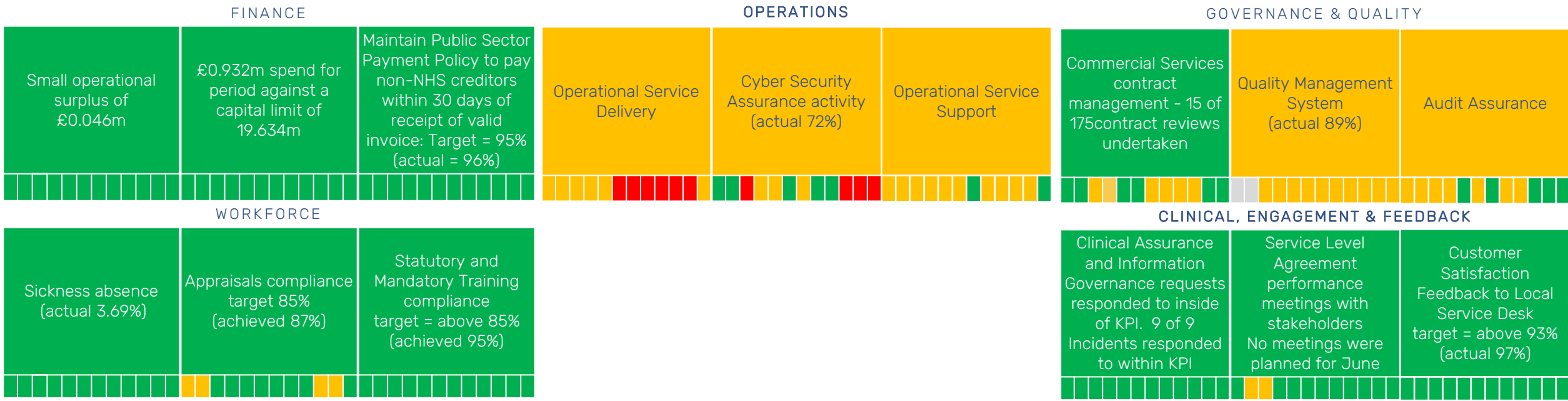
Contents

- Organisational Scorecard & Summaries
- Corporate Planning
- Financial Performance
- People and Organisational Development
- Commercial Services
- Operational Service Management
- Information Governance
- Governance and Quality
- Engagement

This report supports the requirements of Management review as defined in ISO:9901 and other related standards.

Scorecard

The SCORECARD presents a high-level view of the business areas which are monitored and presented in greater detail throughout this report. This month there are **ten indicators that are GREEN**, **five indicators that are AMBER**, with no RED indicators.



■ Amber Status

Operational Service Delivery – Overall compliance is AMBER. Non-Microsoft Patching compliance is RED; however, compliance has increased to **67.38%** from 50.26% with further planned changes in place for the beginning of July. Legacy Infrastructure is also AMBER, and a proposal relating to support is being presented at the Audit and Assurance Committee.

Cyber Security Assurance – Overall compliance has improved from 63% in May to **72%** in June.

Operational Service Support – The Availability measure has decreased below our target of 99.900% to **99.866%** in June due to a Major IT Incident in one Data Centre impacting multiple services; this also breached target service resolution times as defined in our Service Level Agreements.

Quality Management– Overall compliance has increased to **89%** in June from 85%. Quality Improvement Actions within their review date have decreased from 77% to **76%**, which is below the 90% target. A plan is in place to resolve this.

Audit Assurance – There is one action that is not on target to be completed by the agreed date and one that passed its target implementation date. A formal extension request will be submitted to the Audit & Assurance Committee in July 2024.

■ Red Status
No RED indicators for June

Portfolios

Plan on a Page 2024-27

	QTR1	QTR 2	QTR 3	QTR 4	2025/26	2026/27
1.1 Data Platform and References Services	Care Data Repository population					
	National Data and Analytics Platform population					
1.2 Open Architecture and Interoperability	Implement and establish product and platform roadmaps				Future priorities are subject to sustainable funding confirmation	
	Staff Identity Approach – single lifetime digital identity					
	Onboarding and Implement APIs					
1.3 Protecting Patient Data	Welsh Accord for Sharing Personal Information accreditation					
				Clinical risks standards implementation planning		
1.4 Sustainable and Secure Infrastructure	Transition to Cloud					
	Cyber Improvements Plan					
2.1 Public Health		Prioritised product roadmap for National Immunisation Framework for Wales				
2.2 Primary, Community and Mental Health	Procure replacement products for national community system				Future priorities are subject to sustainable funding confirmation	
	Mental Health Digital – initial business case	Shared Care record for social care, community and mental health – initial phases				
2.3 Planned Care	Welsh Patient Administration Boundary Change configuration (other national systems not funded)					
		Maternity System procurement				
	Intensive Care system implementation					
2.4 Urgent and Emergency Care	Laboratory Information Management System implementation					
		Deliver national elements and support implementation of a new radiology system				
2.5 Diagnostics	Laboratory Information Management System implementation					
		Deliver national elements and support implementation of a new radiology system				
2.6 Digital Medicines	Roll out of electronic transfer of prescriptions from GPs to community pharmacies				Future priorities are subject to sustainable funding confirmation	
	Support readiness of organisations to implement a secondary care e-prescribing system					
3.1 Health and Care Professions	Electronic requesting expanded across specialties				Future priorities are subject to sustainable funding confirmation	
	Future phases of Cancer Informatics Solution					
3.2 Patients and the Public	NHS Wales App. Continue to develop and enhance by adding to the core functional services for patients and the public across care settings					
4.1 Research and Innovation	Support clinical trials – Find recruit, follow up service		Ongoing agreements with academic research and industry partners		Ongoing agreements with academic research and industry partners	
4.2 Value from Data	Data analysis and reporting for strategic programmes and public health		Explore natural language processing opportunities	Data analysis and reporting for strategic programmes and public health	Future priorities are subject to sustainable funding confirmation	

IMTP Portfolios | Portfolio RAG Status at a Glance

RAG	Portfolio	RAG Reason
↔	1.1 Data Platform and Reference Services	The NDR programme has a potential financial and resource gap which has required the re-profiling of deliverables and timeline for delivery which has impacted on the delivery of this portfolio. Other deliverables within the portfolio remain on track which results in an AMBER/GREEN status overall. At the time of reporting the funding position is still unconfirmed and the revised delivery is still to be signed off by Programme Board.
↔	1.2 Open Architecture and Interoperability	On track for delivery of this year's IMTP products as planned.
↔	1.3 Protecting Patient Data	All on track with all Q1 milestones achieved in Q1 – 1 Milestone re-baselined in respect of the Patient Safety Standards – moved by 1 month.
↔	1.4 Sustainable and Secure Infrastructure	Most work progressing well. Three milestones moved to other quarters, but no notable concerns.
↔	2.1 Public Health	<p>Welsh Immunisation System: Resourcing is now focused on the National Immunisation Framework and transformative change to the Welsh Immunisation System. We are launching our replacement for the legacy WIS Core App on July 15th.</p> <p>National Immunisation Framework: The discovery report has been finalised and we have produced a strategy and roadmap for delivery which is with Welsh Government for agreement.</p> <p>CYPriS: Childhood Immunisation data will be published into the Data Warehouse for this first time from June. This improves access to Childhood Immunisation Data within Health Boards for Health Protection and Outbreak Management.</p>
↔	2.2 Primary, Community and Mental Health	<p>Primary Care: AMBER/GREEN: GP Systems: GREEN – planning underway to migrated 198 GP Practices from Cegedim to EMIS. Significant impact on resources.</p> <p>Dental Access Portal: AMBER – pilot initiated with Powys LTHB in June, following delay.</p> <p>Connecting Care (WCCIS): AMBER/RED- Preparations for a platform replacement continue to progress. Procurement approach for Social Care has been agreed and artefacts being finalised. Expressions of Interest for a number of the regional clusters have been published. Requirements work for health progresses at pace with end of July deadline. Exit discussions with supplier continue. Discussion regarding 24/25 funding with Welsh Government (WG) continues and has been escalated to Portfolio Management Board.</p> <p>Digital Eye Care Programme (DECP): RED Submitted plan to Welsh Government, taking a day zero approach and to review alternative systems for Optometry referral.</p>
↔	2.3 Planned Care	<p>DMC: OBC funding mechanism requires clarification. Scope of programme as 'all-Wales' impacted due to variation in HB buy-in.</p> <p>WPAS Health Board Boundary Change: The WelshPAS Bridgend Disaggregation project is funded until March 2025; however, current projection is delivery will be May 2025 with current funding and there is uncertainty of impact of pending DPIF reduction. High degree of complexity with the associated Bridgend Transition National System Impact Project and degree of risk around remaining activities, concerns around timelines to align with WelshPAS Bridgend Disaggregation, the need for suitable test environments and no funded resource.</p>

IMTP Portfolios | Portfolio RAG Status at a Glance

RAG	Portfolio	RAG Reason
↔	2.4 Urgent and Emergency Care	<p>WICIS: The project remains in RED RAG status. Re-work identified by the HBs during UAT will require an extension to the project. Health Boards have provided different responses to the options appraisal presented in April in terms of their implementation intentions. Discussions to provide a solution that would allow the development work to proceed and identify the necessary funding have taken place between DHCW, WG and HBs. Underlying safety concerns remain, and an independent review has now been commissioned.</p> <p>WEDS: Commercial discussions to terminate SBUs WEDS Deployment Order/contract and enter a new local agreement are almost complete and the RAG remains RED to reflect the closure of the project.</p>
↔	2.5 Diagnostics	<p>LIMS2.0: Overall RAG status has been downgraded AMBER/RED this was agreed at the June Programme Board following deep dive review of RED risks and receipt of delay notice and correction plan. RAG status will be reviewed once correction plan agreed.</p> <p>RISP: Overall RAG status was upgraded from RED to AMBER/RED at the May board as the revised plan had been received from Philips, the plan was not baselined at the board as VCC had not completed their planning discussions with Philips, the expectation is that it will be baselined at the July board.</p>
↔	2.6 Medicines	<p>5/8 (63%) of annual plan quarter one milestones achieved. The three milestone which have not been delivered in quarter 1 are:</p> <ul style="list-style-type: none"> • 4152: Persistent store of medicines in the Shared Medicines Record (product available). Milestone has moved to September 2024 due to dependency on patients' demographics update feed into the Care Data Repository (CDR). • 4151: Phase 2 National Application Programming Interfaces (APIs) and integrations published for health boards/trusts to consume (product available): Milestone has moved to September 2024 due to dependency on development effort to be completed to host these APIs on cloud infrastructure. • 4792: Operational support model established and ready to support live use of SMR APIs (Actions complete): Milestone has moved to September 2024 due to insufficient resource in the National Data Resources (NDR) programme. New approach is for the SMR project to transition to a product approach in September.
↔	3.1 Engaging with Users: Health and Care Professionals	<p>Cancer: Palliative care bundle of capabilities (caseload management, patient preferences, encounter and MDT) to launch latest versions live for national rollout. Screening/colposcopy clinic outcome form data persistence to OpenEHR being finalised albeit with the same resource constraints to have held up growth chart. Screening/colposcopy Question over funding the Mediscan upgrade to include centralised image acquisition.</p> <p>Growth chart UI and functions completed quickly including use of Royal College API. Interoperability with the OpenEHR modelled data layer and API has proven problematic. These delays have consequently delayed referral straight to test and clinic outcomes.</p> <p>Endoscopy requesting delayed over FHIR bundle work to WRRS, with National Operational Database team.</p> <p>WISDM diabetes impacted by loss of our only Orbeon (forms) developer to NHS Wales App</p>
↔	3.2 Engaging with Users: Patients and the Public	<p>Dilys milestone (public communications campaign / operational service) dependencies in progress but pending Welsh Government direction on scope and timescales.</p> <p>Transition plan and 2024/25 funding under review. 2024/25 funding constraints.</p>
↔	4.1 Research and Innovation	All milestones delivered on track.
↔	4.2 Value from Data	All Q1 milestones were delivered, and all future milestones are currently on track to be delivered.

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

Achieved

DHCW is reporting the following against its key Financial Performance Indicators:

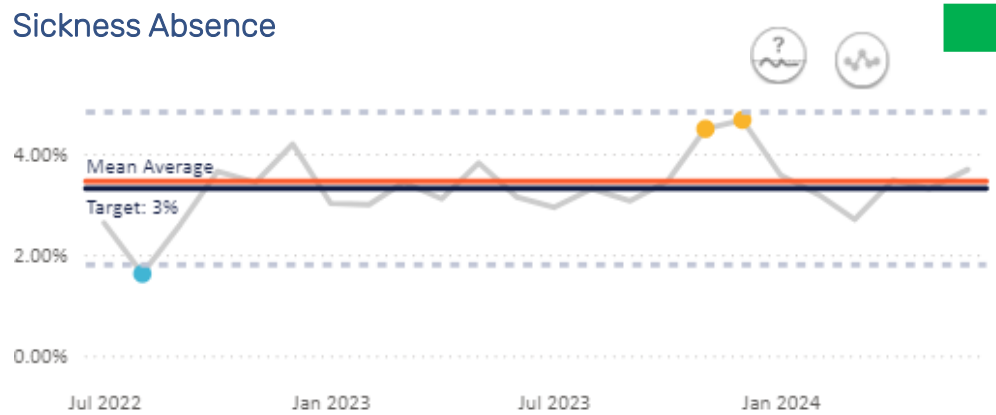
- Revenue – Operational underspend of £0.046m.
- Capital – Current Spend of £0.933m against CRL of £19.634m.
- PSPP – DHCW has paid 96% of non-NHS invoices within 30 days.

Indicator	Result	Summary
Revenue Breakeven (To secure that the organisation’s expenditure does not exceed aggregated income)		Small operational surplus of £0.046m.
Remain within Capital Resource Limit (To ensure net Capital Spend does not exceed the Capital Resource Limit CRL)		£0.933m spend for the period against a capital limit of £19.634m
Public Sector Payment Policy (To pay a minimum of all non-NHS creditors within 30 days of receipt of a valid invoice)		PSPP target achieved 96% achieved against a target of 95%
Bank Sufficient bank balances		Balance as at 30/06/2024 £10.674m

24-25 EXECUTIVE SUMMARY:

- **Forecast:** DHCW is forecasting achievement of all financial targets
- **Month end position:** DHCW is presenting a month end underspend of £0.046m. This is primarily driven by vacancies.
- **Savings:** DHCW has set a £1.5m saving target for the 2024/2025 financial year. The savings plans will be published in July after impact assessments and approval from Directors.
- **Capital:** Spend to date is £0.933m against a capital limit of £19.634m.
- **Bank:** Current cash balance as at 30/06/24 is £10.674m. The balance is higher this month due to receipt of the All-Wales Microsoft Enterprise Agreement funding from a number Health Boards.

Sickness Absence



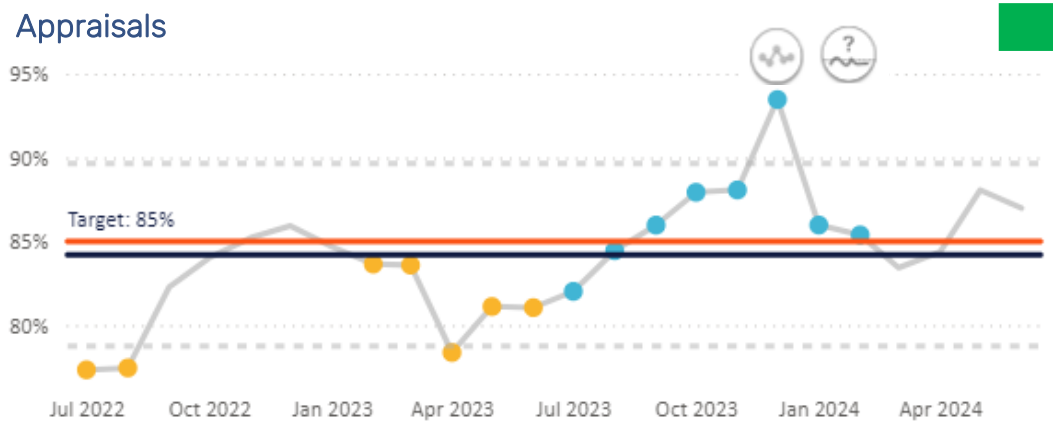
Overall sickness absence - **3.69%** a slight increase from last month by 0.38%
 Long term sickness - **2.37%** slight increase from last month by 0.44%
 Short term sickness - **1.32%** slight decrease from last month by 0.06%

Statutory and Mandatory Training



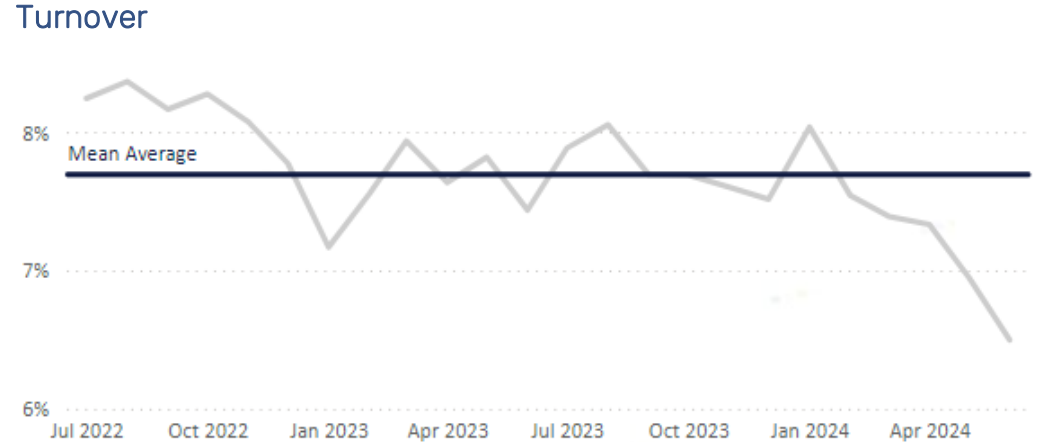
Statutory and Mandatory Training - **95%** an increase of 0.8% from last month. It is above the Welsh Government target of 85% for NHS Wales.

Appraisals



Appraisal completion rate is **87%**, decrease of 1% from last month. This is above the Welsh Government target of 85%.

Turnover



Turnover is **6.50%** and this has decreased by 0.45% from last month.

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

Please note: 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.

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
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	25/07/2024	To be presented at the July SHA Board for approval.
VMWare	All Wales	Provision of VM Ware licences to optimise DHCW operating infrastructure.	£4m	1+1	23/10/2024	26/09/2024	NEW: In Planning
Connecting Care	All Wales	Provision of clinical record systems for Community and Mental Health services.	£40m	4+2+2	01/12/2024	28/11/2024	NEW: Programme team are evaluating options for a procurement which may affect the procurement plan.
Shared Care Record	All Wales	Provision of a central product to collate and share Community, Social and Mental health data	£10m	4+4	01/12/2024	28/11/2024	NEW: On hold subject to a business case.
Digital Eye Care Programme	All Wales	Provision of an Electronic Patient Record and clinical system for the provision of Eye Care between Primary and Secondary Care.	£2m	3+1+1	01/02/2025	01/01/2025	NEW: ON HOLD: Options for the continuation/replacement of the current solution are funding-dependent.
Digital Maternity Cymru	All Wales	Establishment of an All Wales Framework Agreement for a Maternity system.	£6m	4+2	01/04/2025	01/03/2025	ON HOLD: In Planning - awaiting submission of Business Case to Welsh Government.
Welsh Point of Care Testing Solution	All Wales	A Middleware solution to allow point of care patient testing devices to integrate with NWS Wales solutions to record results within the patient record.	£3m	7+3	19/09/2026	TBC	NEW: Procurement planning to commence Q1 24/25. Due to significant integration requirements, a long lead time for a new provider is required.

Commercial Services | Strategic Procurement Activity

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National Integrated Intelligent Audit Solution	All Wales	Procurement of an audit solution to monitor record access and patient data use.	£6m	5+2	24/11/2026	TBC	Further detailed work is currently ongoing with the Leads to understand the complexities and develop a more specific plan.
Welsh Integration & Messaging Service	All Wales	Renewal of the integration/messaging solution which allows integration between all clinical systems in NHS Wales.	£10m	5+2	01/12/2028	TBC	NEW: Procurement planning will commence Q1 24/25. Due to significant integration requirements, a lead time in excess of 24 months is needed for a new provider.
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	TBC	TBC	NEW: Procurement planning stage - defining a route to market.

Operational Performance | Incident & Service Request Management - Overview

Performance Area	Metric	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
National Services - Critical (Excluding GP Services)	Score denotes % of Incidents resolved within the SLA target *(Resolved total can include Incidents logged outside the month)	1310 (97%)	1174 (97%)	1265 (97%)	1315 (94%)	1264 (97%)	1295 (98%)	899 (97%)	1085 (97%)	1086 (94%)	973 (97%)	1208 (96%)	1188 (96%)	1020 (95%)
	Score denotes % of Service Requests resolved within the SLA target *(Resolved total can include SRs logged outside the month)	4916 (98%)	4924 (98%)	5254 (98%)	5223 (98%)	5387 (98%)	5290 (98%)	4238 (98%)	5417 (98%)	5299 (97%)	4778 (98%)	5838 (98%)	4877 (97%)	4443 (98%)
National Services - Standard	Score denotes % of Incidents resolved within the SLA target *(Resolved total can include Incidents logged outside the month)	367 (98%)	348 (99%)	407 (95%)	407 (99%)	458 (97%)	335 (98%)	276 (99%)	317 (96%)	328 (96%)	386 (97%)	378 (97%)	398 (92%)	348 (96%)
	Score denotes % of Service Requests resolved within the SLA target *(Resolved total can include SRs logged outside the month)	1203 (97%)	1178 (98%)	1397 (98%)	1248 (97%)	1401 (98%)	1102 (97%)	871 (99%)	1217 (97%)	1573 (98%)	1168 (98%)	1567 (98%)	1613 (98%)	1407 (98%)
Desktop Support Service - Critical	Total Incidents Resolved (% resolved within timescale)	1680 (94%)	1677 (96%)	1714 (96%)	1540 (96%)	1751 (94%)	1408 (96%)	1137 (96%)	1606 (96%)	1646 (97%)	1374 (97%)	1522 (96%)	1690 (97%)	1619 (96%)
	Total Service Requests Resolved (% resolved within timescale)	1034 (94%)	1091 (95%)	946 (94%)	980 (95%)	1123 (91%)	924 (96%)	745 (96%)	1064 (95%)	1020 (96%)	996 (96%)	1012 (96%)	925 (96%)	787 (97%)

Performance Area	Metric	May-23	Jun-23	Jul-23	Aug-23	Sept-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
National GP Services - Critical	Calls Logged as Incidents (% resolved within timescale)	970 (100%)	729 (99%)	742 (99%)	737 (99%)	863 (99%)	794 (99%)	1221 (99%)	977 (98%)	862 (99%)	865 (99%)	1029 (98%)	858 (99%)	937 (99%)
	Calls Logged as Service Requests (% resolved within timescale)	615 (99%)	745 (100%)	649 (99%)	621 (100%)	438 (100%)	408 (100%)	310 (99%)	253 (100%)	271 (98%)	290 (99%)	139 (98%)	244 (99%)	178 (99%)

Summary: In May, Standard Incident Resolution SLA Breach was caused by 33 individual breached calls, primarily by GP Test Requesting service (GPTR) (13 Breaches) and NHS Wales App (9 breaches). In June, the SLA target of 95% was met for all categories.

IT Service Availability in June 2024 was 99.866%

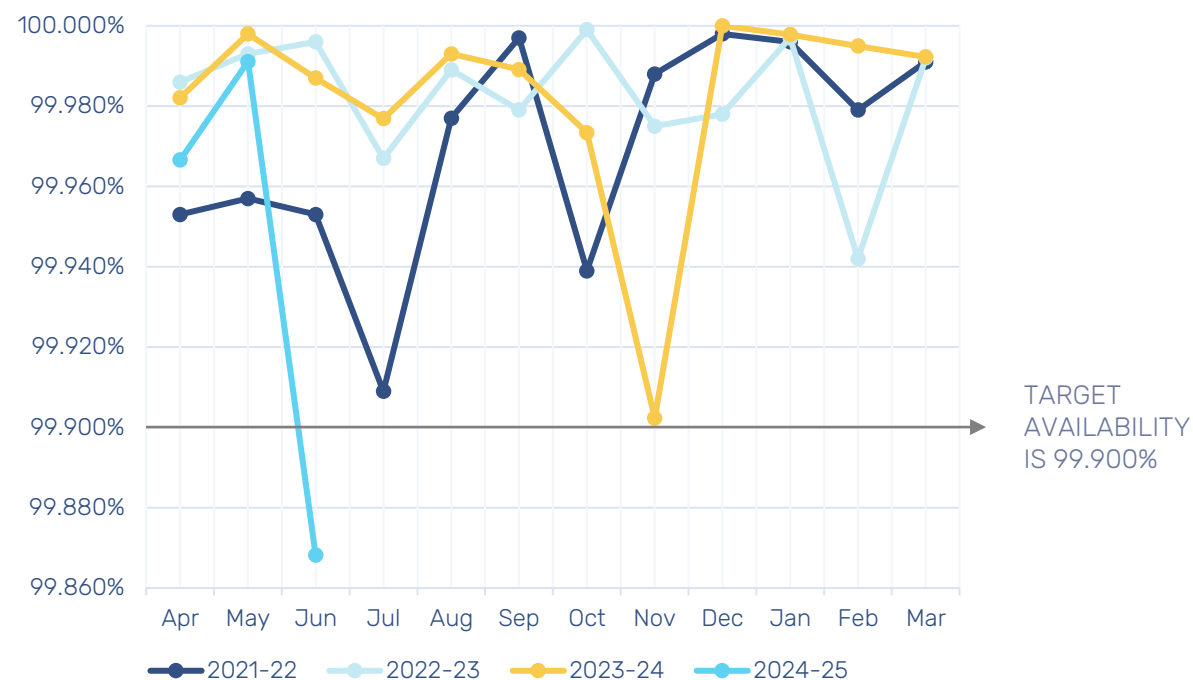
with 10 MIs totalling 5503 minutes of disruption across 33 services

IT Service Availability in 2024-25 to date is 99.942%

with 28 MIs totalling 7290 minutes of disruption across 36 Services

Service	Rolling 6-month Availability	Last Month Availability
Choose Pharmacy	99.679%	100.000%
WCP: Welsh Clinical Portal	99.787%	99.352%
WNCR: Welsh Nursing Care Record	99.811%	99.715%
WLIMS: Welsh Laboratory Information Management System	99.867%	99.411%
WTAIL: Welsh Transplantation and Immunogenetics Laboratory	99.876%	99.258%
WPOCT: Wales Point of Care Testing	99.876%	99.258%
WDS: Welsh Demographic Service	99.886%	99.315%
GPTR: GP Test Requesting	99.890%	99.486%
WCP Mobile: Welsh Clinical Portal Mobile Application	99.915%	99.505%
ServicePoint	99.927%	99.589%
Impacted Services		
Multiple service were impacted by a Data Centre Issue.		

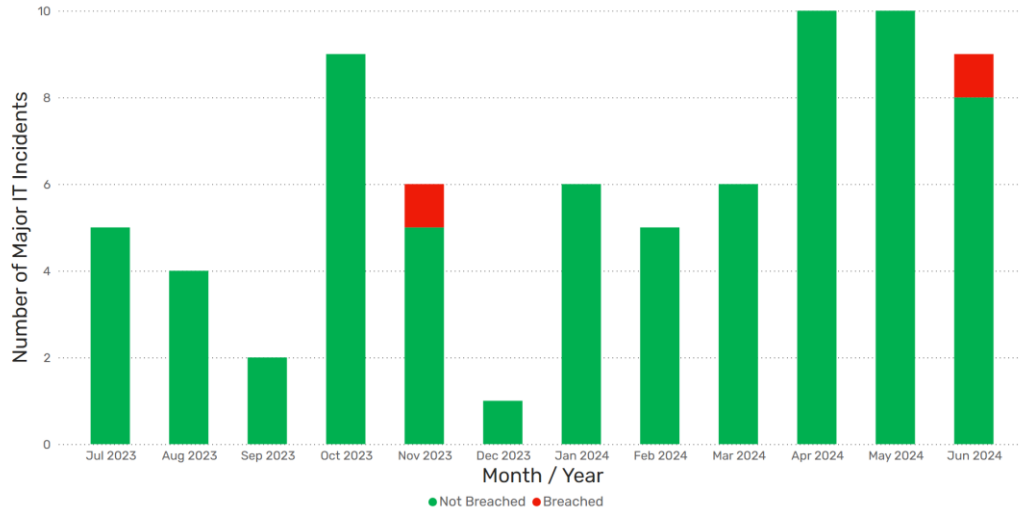
DHCW Service Availability Annual Comparison



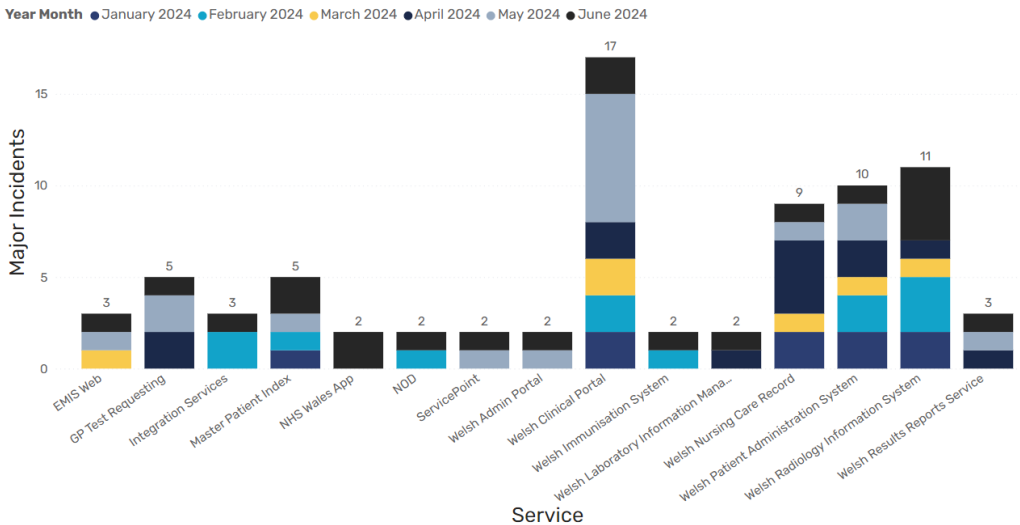
NOTES

- Following a review of the availability calculation from December 2023, the Service Availability Impact for each individual Major IT Incident is normalised to account for the proportion of users impacted and key service functions impacted.
- 10 Major IT Incidents for DHCW-provided services in June contributed to Availability calculation, details on the following slides.
- Overall, DHCW 99.900% Target was achieved in May. DHCW 99.900% Target was not achieved in June as result of a major cooling issue at a Data Centre, impacting 29 services.
- EMIS Web and NHS Wales App have moved above the DHCW 99.900% target on a 6-Monthly Rolling basis in May
- WLIMS, WTAIL, WDS and GP Test Requesting fell below the DHCW 99.900% target on a 6-Monthly Rolling basis due to impact of the datacentre cooling issue.
- Choose Pharmacy remains below the DHCW 99.900% target on a 6-Monthly Rolling basis due to an outage in April.
- WCP, and WNCR remain below the DHCW 99.900% target on a 6-Monthly Rolling basis, as portal services to data from multiple systems they are impacted by incidents on feeding systems and supporting infrastructure.

Major Incidents per Month



Major Incidents by Service in Last 6 Months



Impacted Services

Connecting Care	Welsh Immunisation System
DCS Hosting and Storage	National Complex Care Database
Master Patient Index	ActionPoint
Welsh Demographic Service	HOWIS
Data Warehouse	National Forms
Welsh Laboratory Information Management System	NHS Wales Corp. Web Apps
Wales Point of Care Testing	PHW Web Apps
Welsh Transplantation And Immunogenetic Laboratory	PROMS & PREMs
Welsh Care Record Service	ServicePoint
Test Requesting & Results Reporting	Welsh Pathology Handbook
Welsh Clinical Portal	WG Web Apps
Welsh patient Administration System	Hospital Pharmacy Services
Children & Young Persons Integrated System	Integration Services
EMIS Web	Welsh Admin Portal
WBNS: Welsh Birth Notification Service	

Summary: A thematic review for Welsh Nursing Care Record (WNCR) is being undertaken to determine if there was a common cause of the Major IT Incidents, and to highlight any corrective actions.

A cooling failure at one of our data centres resulted in the shutdown of some underlying infrastructure which caused an outage of multiple services running from that data centre. The data centre supplier has identified a range of measures to prevent recurrence, some of which have already been implemented and others are planned. A Major IT Incident review is underway and therefore details may be refined once the review has been finalised.

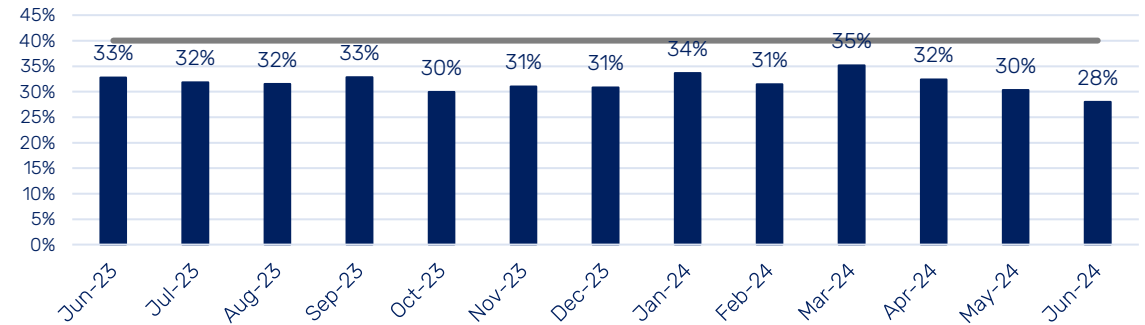
	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Total Telephone Calls – English	5695	5354	5831	6316	5336	4307	3527	5253	5076	4546	4902	4989	4278
Total Telephone Calls – Welsh						117	83	85	49	53	56	42	42
% Abandoned Calls – English	2%	2.2%	4.6%	6%	1.3%	1.9%	0.8%	0.9%	1.6%	1.9%	1.5%	1.6%	1.8%
% Abandoned Calls – Welsh						20.5%	1.2%	2.4%	3.1%	2.9%	0.9%	2.4%	1.9%
Average Speed of Answer (Seconds) (Target 30 sec)	7.5	7.5	10.5	16.1	7	14.5	19.5	11	10.25	17	13.5	24.3	13.5

Commentary:

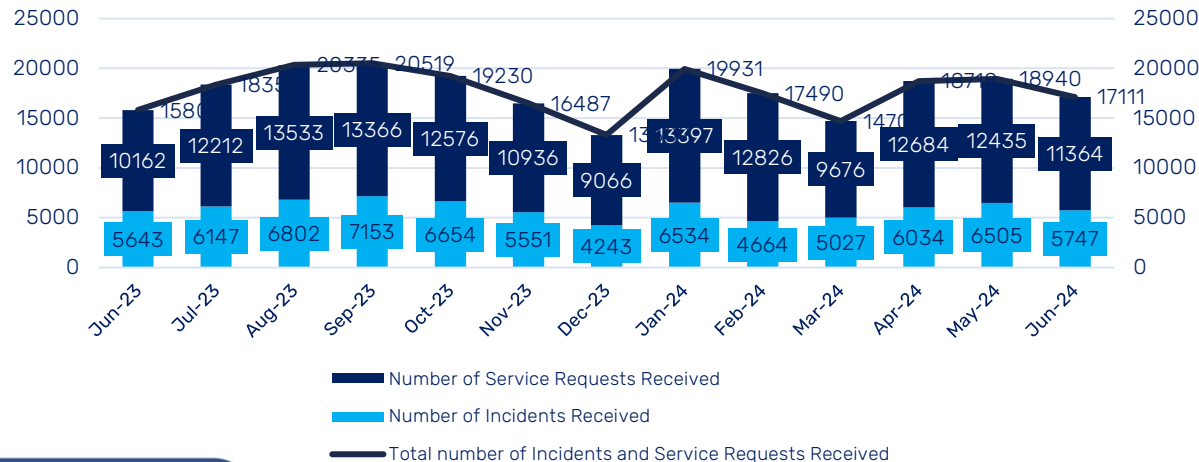
Abandoned Calls and Call Answer Times increased slightly during May, mainly due to increased staff sickness and annual leave. There are also vacancies that are taking time to fill due to lack of suitable fluent Welsh speakers applying for the posts. There were fewer incidents and service requests logged during June compared to seasonal averages in June 2023.

First Line Resolution Fix Rates continue to fall as part of an ongoing initiative; the Target will be reviewed in line with outcome.

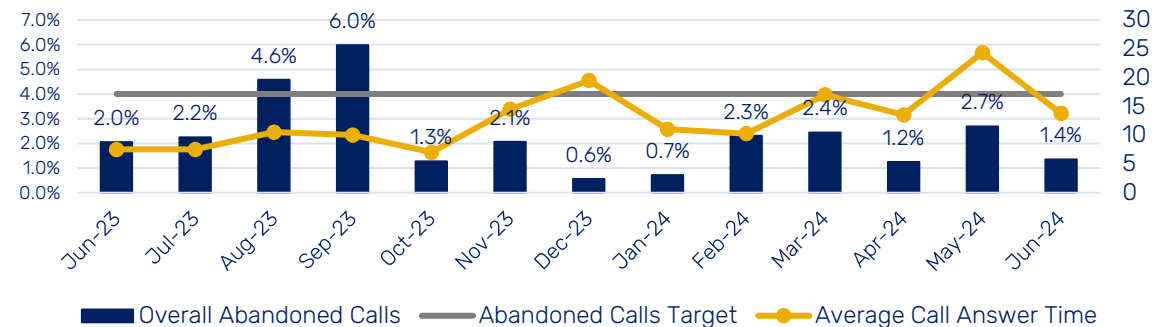
First Line Resolution Fix Rate



Incidents and Service Requests Received



Telephone Abandoned Calls and Call Answer Times



Members of the public are entitled to request information from public authorities. This includes information about themselves (Subject Access Requests), or information held by public authorities (Freedom of Information Act and Environmental Information Regulations requests).

DHCW is required to respond to any requests in line with the requirements of the legislation.

Summary:

- In May 2024, DHCW received seven Freedom of Information (FOI) Act requests, two Environmental Information Regulation (EIR) requests, three Subject Access Requests (SAR) and one Individual Right request.
- Nine FOIs, one EIR, three SARs and one Individual Right request were responded to in May 2024.
- In June 2024, DHCW received ten Freedom of Information (FOI) Act requests and six Subject Access Requests (SAR).
- Four FOIs, one EIR and Four SARs were responded to in June 2024.

Response

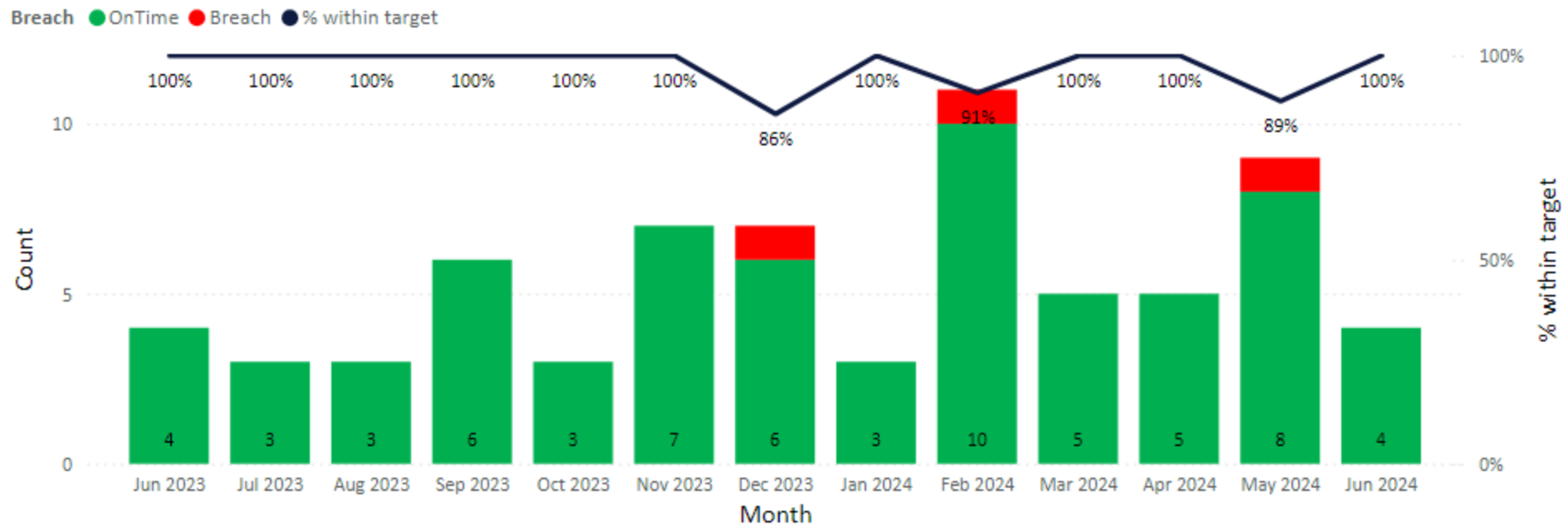


Diagram is for responses to Freedom of Information Act requests only.

Number	RAG	Status
10	GREEN	Complete
17	YELLOW	The action is on target for completion by the agreed date
1	AMBER	The action is not on target for completion by the agreed date
1	RED	The implementation date has passed, and management action is not complete
29	Open Actions	

Key Matters for Consideration of this Meeting

- The majority of audit actions have been updated

Following advice from Internal Audit, one action which is dependent on a third party is being managed via a separate log where it can be tracked.

At the end of May 2024, there were 29 open actions, of which 3 were recorded as having a **GREEN** 'complete' status, 26 marked as on target for completion.

At the end of June 2024, there were 29 open actions, of which 10 were recorded as having a **GREEN** 'complete' status, 17 marked as **ON TARGET** for completion, one action marked **AMBER** with a formal extension request going to the Audit & Assurance Committee on 9 July 2024, and one action marked as **RED** with a formal extension request going to the Audit & Assurance Committee on 9 July 2024.

Progress:

NHS Wales Partners

- The new repositioned Exec to Exec sessions and Digital Directors have been received positively by NHS Wales partners. In-person workshop sessions and a Clinical Site Visit were held with BCU HB Exec and key areas in June. Dates are being scheduled to replicate these across the other Health Boards.

Commercial Partners

- Strategic mapping with agreed priority partners being done to drive further value from relationships, support management of risk and identify opportunities.
- A Microsoft workshop was held with internal team to start shaping approach ahead of contract end.

Stakeholder Review

- Survey closed in June with 292 responses and all interviews complete. Analysis and review will take place with the Working Group, and a board development session is scheduled for August to inform Key recommendations.
- Interviews have started taking place with key stakeholders. A Board session to discuss the recommendations is scheduled for August 2024.

Stakeholder Relationship Management System (SRM)

- A Pilot is running from March to August to improve visibility and intelligence on our stakeholder engagement, covering five external-facing DHCW Teams.
- System is now live to license holders with an initial mass upload of contacts being built on.
- The current system contract is coming to an end in August. Procurement for a system is being scheduled with a view to continue testing and review of requirements for a further 6 months.

Digital Inclusion (DI)

- Digital Communities Wales presented a summary of the rapid review of Seldom Heard Voices at the meeting on the 10th June 2024.

Engagement Plans, Support and Upskilling

- The Engagement Toolkit is live on the Intranet Page and updated based on feedback. This will be developed further alongside other Teams to include links to key areas for engagement, such as Clinical.
- The team are currently supporting development of engagement plans for R&I, LIMS 2.0, RISP, M365 and Eyecare and DMC.
- The Engagement team will be running an Engagement Session at the staff conference in July 2024 in both Welsh and English.

NHS Wales Strategic Engagement Meetings:

Date	Organisation
21st May 2024	Velindre UNHST Exec to Exec
26th June 2024	BCU Exec to Exec (in person)
4th July 2024	HEIW Exec to Exec (in-Person)
4th July 2024	SBU Senior Team Meeting
15th July 2024	ABU Senior Alignment Meeting

Commercial Strategic Partnership Meetings:

Date	Organisation
1st/2nd May 2024	EMIS Strategic Session
3rd July 2024	Philips Exec Meeting
8th July 2024	Mircrosoft Quarterly Review
9th July 2024	IBM Strategic Session
29th July 2024	InterSystems Visit

Other Strategic Engagement Activities:

Date	Organisation
9th May 2024	Social Care Wales Exec Engagement
6th June	Welsh Gov Exec Meeting
10th June 2024	Digital Inclusion Working Group
15th July 2024	Stakeholder Review Working Group
17th July 2024	Professional Network for Engagement & Comms
22nd July 2024	Digital Inclusion Working Group
19th August 2024	Board Development Session- Stakeholder Review

Ref	Requirement	Update	RAG
AC12	Review SLA arrangements with health boards and associated services to ensure during year all health boards understands detail of services being provided, or to be provided by DHCW nationally, with clear service catalogues for all health boards.	<p>ABUHB – Amends made in May to SLA Letter wording to confirm no increase to charges in year. Confirmation received in June from our DoF that ABUHB have signed on 24/06/2024.</p> <p>BCUHB – In May, budget was confirmed and SLA approved. BCUHB confirmed agreement in June and signed on 13/06/2024.</p> <p>NHS Executive – Sought clarification on services provided in May and all queries are resolved. Awaiting confirmation of acceptance NHS Exec.</p>	

Date	Organisation
2 nd May 2024	Aneurin Bevan University Health Board (ABUHB) Q4
3 rd May 2024	Velindre University NHS Trust (VUNHST) Q4
11 th July 2024	Cwm Taf Morgannwg University Health Board (CTMUHB) Q1
15 th July 2024	Welsh Ambulance Services University Trust (WAST) Q1
15 th July 2024	NHS Wales Executive
16 th July 2024	Cardiff & Vale University Health Board (C&VUHB) Q1
19 th July 2024	Betsi Cadwaladr University Health Board (BCUHB) Q1
24 th July 2024	Hywel Dda University Health Board (HDUHB) Q1
25 th July 2024	Swansea Bay University Health Board (SBUHB) Q1
26 th July 2024	Public Health Wales Q1
29 th July 2024	Health Education & Improvement Wales (HEIW) Q1
30 th July 2024	Powys Teaching Health Board (PTHB) Q1
31 st July 2024	Velindre University NHS Trust (VUNHST) Q1
1 st August 2024	NHS Wales Shared Services Partnership (NWSSP) Q1

Engagement | Service Recipient Feedback: Service Desk

Summary:

Customer Satisfaction levels remain above target at **97%**.

- Hywel Dda University Health Board

Very prompt service, I was delighted not to be put in a long que on hold and my call was picked up quickly, i spoke to a lovely member of staff who was most helpful and resolved my query easily and quickly. Wish all IT help lines were the same

- Digital Health and Care Wales - Bocam Park

Great service as usual, thank you

- Colwyn Bay Community Hospital - Local Health Board

Easy to get through to speak to someone, explained everything very clearly and simply. so happy and relieved to get my issue sorted after a few stressful days!

- Withybush General Hospital - Local Health Board

Quick to answer (not waiting in queue). Very helpful and pleasant operator who solved problem immediately (even though I didn't know what I was talking about when trying to answer questions). Thank you :)

- University Hospital of Wales – NWSSP –

Prompt polite service, fab service!

- GP Practice W92009 - Meddygfa Teilo

Polite and efficient. Looked at all aspects of why PC was not printing. Not rushing and very patient.

- BCUHB - Library Services - Local Health Board

Quick easy access to a response. As always my enquiries are actioned in a quick and efficient manner.



"That was really good, this is much better than Diamond and will be really helpful in the future".

- Betsi Cadwallader (WCP WISDM)

"Very interesting, got me thinking about approaches going forward" - (Change Ambassador)

"Really like WNCR now, I'm not very digital but really enjoy it now, thank you for your help"

- Betsi Cadwallader (WNCR)

"I can see now that WISDM is a really good system and will pass this onto my practice nurses"

- Betsi Cadwallader (WCP WISDM)



"Thank you for showing me how to quickly close the assessments, this is great we are now down to zero"

- Betsi Cadwallader (WNCR)

"Thank you so much for helping me today I feel confident to be able to log a call to IT now"

- Betsi Cadwallader (WNCR)

"Excellent support - thank you. Would be useful to see a training environment before go-live"

- Aneurin Bevan (Digital Medicines)