

Freedom of Information Act 2000 - Request Reference FoI/22/095

Datix

Information Requested:

- 1. What is the name of the team that oversees the administration and management of The Datix CloudIQ in your organization.**

The administration and management of Datix CloudIQ (known as DatixCymru) is part of the Patient Safety and Quality Department.

- 2. For staff involved with the management and running of The Datix CloudIQ please provide a table showing staff titles, pay grade banding and hours worked with a summary of what the roles are, e.g. Head of Risk Management, Pay Grade Banding 8b, full time 35 hours a week, description.**

Datix Manager / project lead - Band 7 - 37.5 Hours. Manages the Datix system.

Data Analyst - Band 6 - 37.5 Hours. Provides maintenance and analysis of the underlying database.

Datix Administrators - Band 4 & 2 x Band 3 - 2.08 whole time equivalent. Provides support to system users and undertake administrative tasks, such as account setup.

- 3. Please provide an organizational structure showing those roles and management responsibilities.**



- 4. Has your organization recruited additional staff members to support The Datix CloudIQ or does it have plans to? Please provide details on what roles and pay grade banding if the answer is yes.**

No additional staff have been recruited to directly support Datix CloudIQ

- 5. In the 6 months prior to your organization introducing The Datix CloudIQ what percentage (%) of each staff members time was spent on preparation for the introduction of The Datix CloudIQ and what percentage was spent undertaking they're usual working responsibilities.**

Cardiff and Vale University Health Board (the UHB) does not hold this information.



Training for The Datix CloudIQ

6. Please provide a summary of how your organization approached training requirements to train staff for using The Datix CloudIQ.

A video guide was created for incident reporters. An electronic training package was developed for incident managers. Virtual and in-person training was provided for users of other Datix CloudIQ modules.

7. What provisions for training your organization's staff were made available by The Once for Wales Concerns Management System Programme.

The UHB does not hold this information. However, under our Section 16 obligation to provide advice and assistance I can inform you the NHS Wales Shared Services Partnership may hold the information required to answer your request. Please see their contact information below:

shared.services@wales.nhs.uk

8. Were any additional staff outside of the Datix management team listed in question 1 utilised to support training for The Datix Cloud IQ, e.g. Digital Learning teams, additional administration staff, utilization of clinical staff unable to undertake usual patient facing care and requiring non-permanent redeployment. Please record this in a table with pay grades and hours worked in the same format as the answer to question 2.

The incident management training package was hosted by the Learning Education and Development team, but no additional staff outside of the Patient Safety and Quality Team were used to provide any training sessions.

9. On which date did your organization introduce The Datix CloudIQ.

The Health Board is in the process of introducing Datix CloudIQ on a phased basis. The incident reporting module will go live on 1st March 2022.

User access for The Datix CloudIQ accounts

10. How many staff members in your organization have an account for The Datix CloudIQ.

As of 4pm on 25th February, 77 staff members have management accounts for one or more of the live modules. It should be noted that the Health Board is in the process of setting up incident management accounts ahead of the incident's module going live on 1st March.

11. Please provide this figure as a percentage (%) of staff employed by the organization as a whole, e.g., if 100 staff members have Datix accounts and there are 1000 staff employed in the organization that will be 10% of staff with accounts to access The Datix CloudIQ.

Cardiff and Vale University Health Board (the UHB) believes that Section 21 of the Freedom of Information Act 2000 applies in this instance and is refusing your request. The reason for relying on this exemption is set out below.

Under Section 21 of the Act, an organisation does not have to respond to a request if the information being sought is reasonably accessible to the applicant by other means. The UHB has applied this exemption to your request as the information you are seeking is available in the public domain. Under our Section 16 obligation to advise and assist, I can confirm that the relevant data can be found <https://cavuhb.nhs.wales/about-us/our-health-board-structure/>

12. Please provide a summary of your process for new staff members who require an account for The Datix CloudIQ.

Staff who require incident management accounts must first be approved by their line manager, complete training and sign a user declaration before their account is issued.

13. Please provide a summary of your process for closing accounts on The Datix CloudIQ of staff members who are no longer employed by your organization or who have changed jobs and no longer require access.

When the Datix Team are informed that an existing incident manager no longer requires access, such as from a regular list of staff who have left the organisation, they will make the necessary changes to the account. For staff who have changed roles, it will be checked whether they require any alterations to their account, such as changing the area for which they are responsible.

Information Governance for The Datix CloudIQ accounts

14. Have processes for account management and access to confidential information on The Datix CloudIQ been approved by your organization's Information Governance department in line with NHS Wales Information Governance Policy.

Yes

15. What restrictions are in place to stop a staff member with an account on The Datix CloudIQ looking for private information on other staff members, politicians, celebrities and partners etc.

Control of access to the system is coordinated through a user's NADEX account. Permissions to access specific categories of records within the system are based on an individual's management responsibilities and are controlled by the profile to which the account is allocated.



16. When did your organization last audit Datix or The Datix CloudIQ to review if confidential information was being reviewed appropriately.

The Local System Leads Team regularly review the audit trail within the system and escalate any concerns. The OfWCMS Central Team conduct reviews of the system as part of a national plan.

17. Does your organization have an upcoming audit scheduled of the use of Datix or The Datix Cloud IQ to ascertain if confidential information is being reviewed appropriately.

Please see above.

18. Have any incidents been reported on Datix or The Datix CloudIQ relating to unlawful or unauthorised use of Datix or The Datix CloudIQ to access patient or staff information from January 2017 to December 2021. Please present information by calendar year, number of incidents and a brief description of the incidents and outcomes.

The Datix system has been searched for any incidents relating to staff/patient information where "DATIX" is included in the system. No incidents were found relating to unlawful or unauthorised use of Datix or Datix CloudIQ within the specified period.

19. Have any incidents been reported on Datix or The Datix CloudIQ relating to unlawful or unauthorised use of any other patient or staff information systems from January 2017 to December 2021. Please present information by calendar year, number of incidents and a brief description of the incidents and outcomes.

The Datix system has been searched and incidents meeting the criteria have been identified as follows:

2018 – 3 incidents
2019 – 1 incident
2020 – 1 incident
2021 – 0 incidents

The incidents broadly relate to unauthorised access by staff. These were managed in line with Health Board IT, HR and Information Governance procedures.

General information on incidents and concerns

20. How many incidents were reported by your organization year by year from 2017 to 2021 (a five year period) and recorded on Datix/The Datix CloudIQ

- 2017 - 21887 incidents
- 2018 - 23235 incidents
- 2019 - 24285 incidents
- 2020 - 23691 incidents

- 2021 - 26007 incidents

21. How many concerns were received by your organization year by year from 2017 to 2021 (a five year period) and recorded on Datix/The Datix CloudIQ

- 2017 - 2051 concerns
- 2018 - 2661 concerns
- 2019 - 3238 concerns
- 2020 - 2999 concerns
- 2021 - 2889 concerns

22. How many claims were made against your organization year by year from 2017 to 2021 (a five year period),and recorded on Datix/The Datix CloudIQ

- 2017 90
- 2018 90
- 2019 108
- 2020 66

Overall impression of The Datix CloudIQ

23. Would your organization recommend the implementation of The Datix CloudIQ to other health organizations.

The UHB does not hold this data.