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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Annual Report of Digital Health & Intelligence Committee 2022/2023

1.0 Introduction

In accordance with best practice and good governance, the Digital & Health Intelligence Committee produces an Annual Report to the Board setting out how the Committee has met its Terms of Reference during the financial year.

2.0 Membership

The Committee membership is a minimum of four Independent Members. In addition to the Membership, the meetings are also attended by the Director of Digital and Health Intelligence, the Director of Digital Transformation, the Assistant Medical Director IT, the Director of Corporate Governance, the Information Governance Manager, and a Workforce Representative. Other Executive Directors attend as required by the Committee Chair. The Chair of the Board is not a Member of the Committee but attends at least once annually after agreement with the Committee Chair.

3.0 Meetings & Attendance

The Committee met three times during the period 1 April 2022 to 31 March 2023. This is in line with its Terms of Reference.

At least two members of the Committee must be present in addition to the Director of Digital and Health Intelligence to ensure the quorum of the Committee, one of whom should be the Committee Chair or Vice Chair.

The Digital & Health Intelligence Committee achieved an attendance rate of 100% during the period 1 April 2022 to 31 March 2023 as set out below:

	07/06/2022	04/10/2022	14/02/2023	Attendance
David Edwards (Chair)	✓	✓	✓	100%
Michael Imperato (Vice Chair)	✓	✓	✓	100%
Sara Moseley	✓	✓	✓	100%
Prof Gary Baxter (Committee member until 14 th December 2022)	✓	✓	NA	100%
Total	100%	100%	100%	100%

4.0 Terms of Reference

The Terms of Reference were reviewed and recommended for Board approval by the Committee on 14 February 2023. The Terms of Reference are due to be formally approved by the Board on 30 March 2023.

5.0 Work Undertaken

As set out in the Committee Terms of Reference the purpose of the Committee is to:

Provide **assurance** to the Board that;

- Appropriate processes and systems are in place for data, information management and governance to allow the Health Board (“the UHB”) to meet its stated objectives, legislative responsibilities and any relevant requirements and standards determined for the NHS in Wales.
- There is continuous improvement in relation to information governance within the UHB and that risks arising from this are being managed appropriately.
- Effective communication, engagement and training is in place across the UHB for Information Governance;
- To seek assurance on the development and delivery of a Digital Strategy for the UHB ensuring that:
 - It supports Shaping our Future Wellbeing and detail articulated within the IMTP
 - Good partnership working is in place
 - Attention is paid to the articulation of benefits and an implementation programme of delivery
 - Benefits are derived from the Strategy

During the financial year 2022/23, the Digital Health & Intelligence Committee reviewed the following key items at its meetings:

Private Digital Health & Intelligence Committee

June, October 2022 & February 2023

Papers presented to the private session of the Digital Health & Intelligence Committee were as follows:

- Cyber Security Update and Learning from Cyber attacks
- Digital Budget and Investment
- Caldicott Guardian Requirements

PUBLIC DIGITAL HEALTH & INTELLIGENCE COMMITTEE – SET AGENDA ITEMS

7th June 2022, 4th October 2022, and 14th February 2023

Digital Transformation Progress Report (Digital Dashboard)

At the Committee meeting in June, the Director of Digital Transformation advised the Committee that the Digital Strategy was due a refresh. It was noted that work had progressed with defining the Digital Roadmap and associated business cases to support the Digital Transformation Programme. The Roadmap included year end funded initiatives. All of the activities were either completed or mobilised, which showed good progress.

A high-level plan which was submitted to Welsh Government was also shared with Board Members. The plan contained an estimate of a 10-year forecast which set out what was needed for Digital, which included capital and revenue. The total cost was £275 million and it was noted that was a slight under estimation.

At the meeting in October, the Director of Digital Transformation provided a list of projects that were reported against in the IMTP. It was noted that there was good progress with PROMS. However, a number of the projects were off track due to the lack of appropriate resources. The Committee noted that whilst good progress was being made in some projects, Committee Members were concerned to learn that other projects (eg Power BI) were “off track” due to a lack of resources. That lack of resourcing had included some unfunded business cases and longstanding issues around investment. The Committee’s concerns and resource issues were brought to the attention of the Board in November 2022 by way of the Committee Chair’s Report.

At the February 2023 meeting, the Committee received an update on the progress being made with regards to the Digital Strategy and Transformation. An exercise had been completed with the Future Hospitals team and various key learnings were established. The consistent message was that digital was central to transformation. The Committee noted that there were dependencies on several Shaping Our Future programmes. The Committee were also advised that the Health Board were waiting on funding to be approved by Welsh Government. This would allow for more learning from the wider healthcare system and allow them to partner for expertise and look for innovation. The Committee also noted that the Enterprise Architecture work was going really well. The senior management team were really engaged and contributing.

IG Data & Compliance (SIs, Data Protection, GDPR, FOI, SARs, Staffing & Mandatory Training)

Information Governance and Compliance was discussed at each of the Committee meetings.

At the meeting in June, it was noted that the overall number of serious incident reports had dropped. This was partly due to a change from the local e-Datix system to the new system. However, the number of information governance related incidents had increased during Quarter 4. The Committee was advised that this was due to a natural fluctuation and did not reflect anything significant.

Committee Members were also informed that the overall compliance of Freedom of Information (FOI) requests had also increased across the Health Board during

Quarter 4 of 2022. There had also been a drop-in compliance in Quarter 4 regarding health record requests. The Medical Records team were taking measures to address that with the Information Governance team's support.

In October, the Committee was advised that there had been a total of 257 information governance related incidents. Four data breaches had met the threshold to be reported to the Information Commissioner's Office (ICO). Details of those breaches were outlined in the Private section of the Committee meeting.

It was also noted that compliance for requests made for medical records had dropped beneath the 50% mark during the last three months. That was being addressed urgently by the digital front door.

The Committee was advised that, as with other Health Board wide training, it was a challenge to increase the compliance levels for Information Governance staff training. The Committee noted the importance of the same, in particular noting that it was likely that the ICO would query the compliance rate when it was dealing with reportable data breaches. The Committee was advised that the Digital and Health Intelligence Directorate would consider other ways in which the Information Governance training could be delivered and would also work with the Communications Department to target the low training levels.

At the February 2023 meeting, the Committee were advised that between September 2022 and December 2022, the Information Governance Department had reviewed a total of 245 information governance related incidents. This was consistent with the number of incidents reviewed during the last period. One of these breaches met the threshold to be reported to the Information Commissioner's Office (ICO). The details of this breach were outlined in the private setting of this Committee.

However, the Subject Access Requests for medical records compliance had risen above the values reported to the last Committee. Concerns still remained regarding the overall compliance, with only just half of requests being responded to within one month. The new digital Subject Access Request system, which was discussed at the last Committee, had now been built and was in the testing phase. It was anticipated that this would be available to patients before the end of the financial year. The purpose of this was to streamline the process and to be able to manage performance and report figures more easily.

Clinical Coding Performance Data

Clinical Coding Performance Data was presented at each of the Committee meetings.

At the meeting in June, the Committee was advised that the Health Board was losing clinical coders to other companies because of the ability to work at home. The possibility of establishing a Clinical Coding academy on an all Wales basis was discussed.

In the October meeting, it was noted that the clinical coding performance levels were above Welsh Government requirements, but had remained low.

It was noted that a discussion was required as to whether it would be more appropriate for the Quality, Safety and Experience Committee to receive the Clinical Coding Performance Data, rather than this Committee, and that the Director of Digital Health and Intelligence would pick that up.

In February 2023, the Committee was advised that compliance had dropped below the Welsh Government target and national target. This was due to continued staff shortages and difficulty in recruiting and retaining staff.

It was also noted that Clinical Coding would now sit with the Quality, Safety and Experience Committee, rather than the Digital Health and Intelligence Committee going forward.

Joint IMT & IG Corporate Risk Register

At the October meeting, the Committee was informed that there was one risk at “red” which related to Cyber Security. Further discussions relating to Cyber Security were held in the private session of the Committee.

It was noted that two risks that were had a “yellow” status had been reduced to zero due to the mitigations that had been put in place.

Framework Policies, Procedures & Controls

At the June meeting, the Director of Digital and Health Intelligence advised the Committee that he had been notified of 28 policies that were out of date. The Digital team was working through those and further reports would be brought back to the Committee, as and when required.

At the February 2023 meeting, the Committee were advised that the following procedures and guidance had been reviewed and updated:

- Disposal of IT Equipment Guidance
- IM&T Equipment Procurement Guidance
- IT Security Business Continuity Guidance
- IT Security Code of Connection Guidance
- Security of Assets Guidance
- Software Licensing Procedure
- Use Your Own Device Procedure

In addition to these, the following Standard Operating Procedures (SOPs) had been developed:

- Cyber Incidence Response
- Patch and Vulnerability Management

Board Assurance Framework – Digital

At the February 2023 meeting, it was noted that the Board Assurance Framework (BAF) contained one risk at 15 in relation to the Digital Strategy and Road Map. There was a risk that the Digital Strategy and Roadmap would not be implemented, due to lack of resources, resulting in a deficit in infrastructure, applications and informatics capability.

Minutes: Digital Directors Peer Group

At each meeting, for information the Committee received the Minutes of the Digital Directors Peer respective meetings.

6.0 Reporting Responsibilities

The Committee has reported to the Board after each of the Digital Health & Intelligence Committee meetings by presenting a summary report of the key discussion items at the Digital Health & Intelligence Committee. The report is presented by the Chair of the Digital Health & Intelligence Committee.

7.0 Opinion

The Committee is of the opinion that the draft Digital Health & Intelligence Committee Report 2022/23 is consistent with its role as set out within the Terms of Reference and that there are no matters that the Committee is aware of at this time that have not been disclosed appropriately.

David Edwards

Committee Chair