

Minutes of the Public Digital & Health Intelligence Committee Meeting Held On 28 May 2024 Via MS Teams

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Chair:		
David Edwards	DE	Independent Member – Information Communication & Technology (IM-ICT)
Present:		
Akmal Hanuk	AH	Independent Member – Local Community (IM-LC)
Susan Lloyd-Selby	SLS	Independent Member – Local Authority (IM-LA)
In Attendance:		
Matt Phillips	MP	Director of Corporate Governance (DCG)
Suzanne Rankin	SR	Chief Executive (CE)
David Thomas	DT	Director of Digital & Health Intelligence (DDHI)
James Webb	JW	Head of Information Governance & Cyber Security (HIGCS)
Angela Parrat	AP	Director of Digital Transformation (DDT)
Matt Cornish	MC	DSPP Programme Director (DSPP-PD)
Joseph Pike	JP	Technical Lead - Service Desk
Urvisha Perez	UP	Audit Wales
Secretariat		
Nikki Regan	NR	Corporate Governance Officer
Apologies		

Item No	Agenda Item	Action
DHIC 28/05/001	<p>Welcome & Introduction</p> <p>The Committee Chair (CC) welcomed everyone to the Public meeting and confirmed the meeting was quorate.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=1</p>	
DHIC 28/05/002	<p>Apologies for Absence</p> <p>Apologies for absences were noted.</p> <p>The Committee resolved that:</p> <p>a) The apologies were noted.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=55</p>	
DHIC 28/05/003	<p>Declarations of Interest</p> <p>The Committee resolved that:</p> <p>a) No Declaration of Interest were noted.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=93</p>	
DHIC 28/05/004	Minutes of the Meeting Held 20th February 2024	

	<p>The committee accepted the minutes as a true and accurate record of 20th February 2024.</p> <p>The Committee Resolved that:</p> <p>a) The Minutes of the Meeting held on the 20 February 2024 were confirmed as a true and accurate record.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQguc?t=104</p>	
DHIC 28/05/005	<p>Action Log – Following the Meeting held on 20th February 2024</p> <p>The action log was noted.</p> <p>The Committee Resolved that:</p> <p>a) The Action Log was discussed and noted.</p> <p>View the minute here (YouTube Link): https://youtu.be/OIRoRbmQguc?t=165</p>	
DHIC 28/05/006	<p>Chair’s Action taken since the last Committee Meeting</p> <p>No chairs actions taken since 20th February 2024.</p> <p>The Committee Resolved that:</p> <p>a) There were no Chair’s Actions taken since the last meeting.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQguc?t=182</p>	
Items for Review and Assurance		
DHIC 28/05/007	<p>General Cyber Update</p> <p>The DDHI gave an update and highlighted the following points:</p> <ul style="list-style-type: none"> • The work being undertaken needs to be recognised to ensure the comprehensive plan was demonstrated to see the cyber risks. • The Cyber risks continue to increase during the last year • It was recognised the data CAV hold was valued and therefore we need to provide assurance as custodians. <p>The CE asked if there were any lessons learnt from the cyber attack in NHS Scotland? The DDHI explained the cyber-attack in NHS Scotland was a bigger incident due to hosting all patient records and CAV will continue to look at their follow up actions.</p> <p>The CC explained that general updates regarding cyber information was provided in the public committee.</p> <p>The Committee Resolved that:</p> <p>a) The Cyber Security update was noted.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQguc?t=195</p>	
DHIC 28/05/008	<p>Internal Audit Report</p> <p>The HIGCS noted that following an internal audit review in February CAV received a reasonable recommendation resource rating.</p>	

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 17/09/2024 09:19:14

	<p>The IMLA expressed concern within the report regarding compliance. She noted a solution was being piloted and asked if the user testing was completed? The HIGCS noted pilot testing wasn't forth coming in medical records.</p> <p>The Committee resolved that:</p> <p>a) The Internal Audit report and the reasonable assurance rating issued was received and noted</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=810</p>	
<p>DHIC 28/05/009</p>	<p>Digital Transformation Progress Report</p> <p>The DDT noted the Digital Transformation Progress report and highlighted the following points:</p> <ul style="list-style-type: none"> • Shaping our future digital services would be discussed in the private meeting and plan for a paper to go to the investment group in August for approval. • The governance model showed the changes were established and the technical design comprised of the senior management team and have Multi-disciplinary design. • The digital services management board plan to reconvene quarterly. <p>The DSSP-PD presented and highlighted the following:</p> <ul style="list-style-type: none"> • The last financial year focused on support being given to GP practises and enhance the platform • Over 200k independent people / downloads use the app • 70k repeat prescriptions each month • 20k appointments booked via the app each month • Would be beneficial to view waiting lists / planned care • Plan to enhance communications • NHS England saved £1million savings due to NHS App messaging • Planning an engagement event for September 2024 • A business case was submitted to WG <p>The IMLC felt that CAV UHB were behind and added that it seemed complex and suggested to pick 3 priorities at this stage. He asked if there was assurance regarding the capacity / risk of the app?</p> <p>The DDS-PD explained a lot of the work was directed by other programmes and were trying to get Nexus involved on the work that would be delivered the most. The app was now credible and expect to reach 500k users following a publicity campaign. He added that apps were costly and a lot of the budget was consumed by tech improvements.</p> <p>The IMLA explained she uses the app and commended it but noted people who weren't able to use the app and questioned how the comms was being managed to effectively support people who cannot use the app.</p>	

Saunders, Nathan
17/09/2024 09:19:14

	<p>The DSSP-PD explained the need to address those inclusion needs but unable to do all this work on our own. He added that the NHS Wales app won't replace services but need a strong alternative.</p> <p>The DDHI highlighted the need to record how patients prefer to be contacted and noted patient letters cost CAV a lot of money. He added that this would be a neat solution but questioned if there was an alternative if this was unsuccessful?</p> <p>The DSSP-PD developing the comms of the service could recognise patient's preference. It was understood how we are managing and need to put a case together so the solution can be invested in.</p> <p>The CC asked what the ultimate ambition was for the app? The DSSP-PD noted it would benefit all. An accreditation partner was due to be added in for a portal of apps and resources. Patients will choose differently and once they can see what services are available.</p> <p>The CC noted the app has great potential and potential savings, but an appropriate alternative would need to be put in place for those who are unable to use the app.</p> <p>The Committee resolved that:</p> <p>a) The progress report and the planned investment case was reviewed and noted.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=1066</p>	
<p>DHIC 28/05/010</p>	<p>Corporate Digital Risk Register</p> <p>The DDHI noted the Corporate Digital Risk Register contained 13 risks, with the highest risk being cyber security which fed in to the BAF. There were no changes but 2 new risks added:</p> <ul style="list-style-type: none"> • Risk to national service for video consultation service and it was agreed WG would continue to fund for a further 6 months and need to look at the longer term for the system. • PARIS contract extension requires additional funding. <p>The Committee Resolved that:</p> <p>a) The Committee noted the progress and updates to the Risk Register report.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=3150</p>	
<p>DHIC 28/05/011</p>	<p>IG Data & Compliance</p> <p>The HIGCS discussed the IG Data & Compliance and highlighted the following points:</p> <ul style="list-style-type: none"> • The IG team had 5 WTE staff • 139 incidents since the last committee • 51 incidents reviewed per month over the last year • 6 of the breaches reached the threshold to be reviewed by the commissioner's office • Compliance dropped to 37% • NIAS monitoring – continue to monitor activity with a total of 924 letters sent out to staff members 	

Saunders, Nathan
17/09/2024 09:19:14

	<p>The Committee Resolved that:</p> <p>a) The Committee received and noted a series of updates relating to significant Information Governance issues.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=3298</p>	
<p>DHIC 28/05/012</p>	<p>Digital Services Key Performance Indicators</p> <p>The DDHI agreed to review these and welcomed Joseph Pike to the committee.</p> <p>The TLSD presented and highlighted the following:</p> <ul style="list-style-type: none"> • Executive score card – currently 3088 incidents closed • Service desk – currently have 1418 incidents open / 5 remaining open • May 2024 (10th May) – 1077 requests, with an average of 3000 for the month. 415 were closed • 109 requests were automated but wanted to make some extra requests go through the automated service • First call resolution – almost 20% of the incidents were dealt with on the first instance • CAV have stock of 1200 laptops / 1000 desktops • Automation requests were mainly nadex requests <p>The DDHI noted it would be helpful to track the improvements. He noted to include some of the testimonials and it was positive and phase worthy feedback from staff which helped balance the view. Part of the request of this committee.</p> <p>The IMLA asked if the systems help track duplicated incidents and might indicate the need for additional support? The TLSD confirmed this was the case and look to increase the number of forms and it helps us identify where we need to improve and replicate this in other parts of the service.</p> <p>The IMLC asked if we could standardise staff using their own devices to minimise the risks? The TLSD confirmed this was a work in progress and desktops were being standardised. There were issues but had a ball park figure of 80 – 85% were standardised where possible.</p> <p>The DDHI added that CAV looked to support people on their devices. A level of compromise was needed and most people own a smartphone and look how CAV can support and not procure devices that staff already have.</p> <p>The Committee Resolved that:</p> <p>a) The Committee reviewed and noted the progress since the last update on the Ivanti service desk tool in relation to KPIs.</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQquc?t=3500</p>	
	<p>Items for Approval / Ratification</p>	
<p>DHIC 28/05/013</p>	<p>Information Governance Policy</p> <p>No items to discuss.</p>	

	<p>The Committee Resolved that:</p> <p>a) Received and approved the recommended changes to the Information Governance Policy</p> <p>View the minute here (YouTube link):</p>	
	Items for Noting and Information	
DHIC 28/05/014	<p>Minutes: Digital Directors Peer Group</p> <p>The Minutes from the Digital Directors Peer Group from February, March, April and May 2024 were noted.</p> <p>The Committee Resolved that:</p> <p>a) The Committee noted the minutes</p> <p>View the minute here (YouTube link): https://youtu.be/OIRoRbmQguc?t=4910</p>	
DHIC 28/05/015	<p>Annual Report 2023-24</p> <p>The Committee Resolved that:</p> <p>a) The Committee noted and approved the annual report.</p>	
	Agenda for Private Digital & Health Intelligence Meeting	
DHIC 28/05/016	<p>(i) <i>Digital Plans & Investment Case</i></p> <p>(ii) <i>Caldicott Guardian Update</i></p> <p>(iii) <i>Cyber Update</i></p>	
DHIC 28/05/017	<p>Any Other Business</p> <p>No Other Business was discussed.</p>	
DHIC 28/05/018	<p>Items to bring to the attention of the Board / Committee</p> <p>No Items were brought to the attention of the Board / Committee.</p>	
	<p>Date & Time of next Meeting:</p> <p>Tuesday 13th August 2024 at 9am via MS Teams</p>	

Saunders, Nathan
17/09/2024 09:19:14