

Minutes of the Public Digital & Health Intelligence Committee Meeting Held On 12 November 2024 Via MS Teams

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Chair:		
David Edwards	DE	Independent Member – Information Communication & Technology (IM-ICT)
Present:		
Susan Lloyd-Selby	SLS	Independent Member – Local Authority (IM-LA)
In Attendance:		
David Thomas	DT	Director of Digital & Health Intelligence (DDHI)
Matt Phillips	MP	Director of Corporate Governance
James Webb	JW	Head of Information Governance & Cyber Security (HIGCS)
David Fluck	DF	Executive Medical Director
Richard Skone	RS	Deputy Medical Director
Mark Cahalane	MC	Head of Digital Services Management
Hesib Rehman	HR	Senior IT Support Engineer
Secretariat		
Nikki Regan	NR	Corporate Governance Officer
Apologies		
Akmal Hanuk	AH	Independent Member – Local Community (IM-LC)
Suzanne Rankin	SR	Chief Executive
Angela Parrat	AP	Director of Digital Transformation

Item No	Agenda Item	Action
DHIC 12/11/001	Welcome & Introduction The Committee Chair (CC) welcomed everyone to the Public meeting and confirmed the meeting was quorate.	
DHIC 12/11/002	Apologies for Absence Apologies for absences were noted. The Committee resolved that: a) The apologies were noted.	
DHIC 12/11/003	Declarations of Interest The Committee resolved that: a) No Declaration of Interest were noted.	
DHIC 12/11/004	Minutes of the Meeting Held 13th August 2024 The committee accepted the minutes from 13 th August 2024 as a true and accurate record. The Committee Resolved that: a) The Minutes of the Meeting held on the 28 May 2024 were confirmed as a true and accurate record.	
DHIC 12/11/005	Action Log – Following the Meeting held on 13th August 2024 2 actions on the action log were both completed. The Committee Resolved that: a) The Action Log was discussed and noted.	
DHIC 12/11/006	Chair's Action taken since the last Committee Meeting	

	No chairs actions taken since 13 th August 2024.	
	The Committee Resolved that: a) There were no Chair's Actions taken since the last meeting.	
	Items for Review and Assurance	

DHIC
12/11/007

Digital Roadmap and work programme update

The DDHI provided an update on the digital road map and work programme, highlighting the approval of the investment case for the digital foundations programme, which included a £466k investment over 12 months to develop a digital programme business case. He highlighted the following points:

- A glossary was needed due to the use of acronyms to ensure clarity
- Progressing with work for all staff to have a 365 license
- The 12-month plan has commenced and the team is in the process of finding a partner to help with the programme business case. The focus is on delivering a clear trajectory with costs and plans to achieve digital maturity

The CC was pleased to see the use of digital services / software provided by the Microsoft suite. This investment was needed but savings were still required.

The IMLA recently visited the MH unit in UHL and was surprised that not all staff had access to tablets and noted this need to be improved and was pleased to hear of the progress being made.

The DDHI noted there needed to be a cultural shift and the EDPC was supporting this to encourage digital progress throughout the UHB. He added that AI was continuing to progress and the governance of this needed to be addressed and would raise this with the Execs.

The HDSM highlighted the following points:

- CAV UHB made an effort around DHI
- The progress in sharing information with local authorities and the importance of integrated care records.
- We need to be closer to the priorities of the work we do
- We have a structure for the work we do and the work is scored to show the impact against the UHB
- We have a growing mechanism around our control of programmes

The DDHI noted:

- We have the priorities update and the priorities should reflect
- Appendix 1 shows where CAV UHB are on some of the programmes
- MC noted the regional shared viewer is our integrated view across care and was being run through a programme called digital care region
- This has been worked on for the last 2 years

The IMLA questioned about sharing information about neurodiversity with Cardiff local authority and asked if this was that also being shared with the Vale?

The HDSM responded that the Vale is at a different point of involvement in the programme. They are eager to integrate the information into their new social care solution, which will replace the current WCCIS product that is being phased out. Once the new vendor is in place, the information will be shared appropriately with the Vale.

The DDHI noted that overall, the update emphasized the importance of securing funding, addressing infrastructure needs, and driving digital transformation to improve healthcare delivery.

The Committee Resolved that:

- a) The Digital Roadmap and Work Programme Update was noted.

<p>DHIC 12/11/008</p>	<p>Corporate Digital Risk Register</p> <p>The DDHI explained that the two risks discussed in the previous meeting have been removed from the risk register. He added that the top risk remains cybersecurity, with a score of 20. Despite ongoing mitigation efforts, the risk level remains high due to the constantly evolving threat landscape.</p> <p>The CC was aware of the issues and threats and the geo political situation was increasing the threats on a daily basis. He wanted the public to be aware of the constant work and the cyber threat towards to health board.</p> <p>The Committee resolved that: a) The Corporate Digital Risk Register was reviewed and noted.</p>	
<p>DHIC 12/11/009</p>	<p>IG Data Compliance</p> <p>The HIG highlighted the following points:</p> <ul style="list-style-type: none"> • The IG dept resourced to 5 WTE with the new EMD as the Caldicott Guardian • 153 incidents between July – September 2024 with only 1 of the breaches reported to ICO • FOI Compliance increased to 94% from 90% in the previous period, with a slight decrease in the number of requests. • Medical records requests dropped to 317 requests per month but compliance remained at 32% • NIAS monitoring – National issues were resolved, and monitoring resumed in September. Letters were sent to those potentially breaching internal policy. • Mandatory Training Compliance dropped to 73%, which may impact the IG toolkit standard and some research studies. Efforts are being made to address this issue. <p>The EMD noted there wasn't just mandatory governance training and this was something that needed assistance to help drive forward.</p> <p>The IMLA suggested it would be helpful to understand what specific steps were taken following the report to the ICO and how it was followed up to ensure were minimising the risk or reoccurring? She noted there hadn't been any shift in mandatory training in relation to medical / dental?</p> <p>The DDHI explained all incidents were reviewed and if there was any likelihood of a breach we would automatically inform the ICO and they support the transparency that CAV UHB demonstrate and are often asked to share further work we are doing.</p> <p>The HIG noted that few incidents were serious enough to be reported to the ICO. He added that most breaches were due to human error, such as sending letters to the wrong address. Training alone may not mitigate these issues, and internal procedures need to be strengthened.</p> <p>The IMLA raised concern around the breaches and understood that mandatory training wouldn't address the breaches but the teams need to be made aware of the risks.</p> <p>The CC viewed mandatory training as important as it raises the importance of responsibility for staff members who are handling data.</p> <p>The Committee resolved that: a) The IG Data Compliance was reviewed and noted.</p>	
<p>DHIC 12/11/010</p>	<p>Digital Services KPI</p> <p>The SITSE presented and highlighted the following points:</p>	

	<ul style="list-style-type: none"> • There was an increase in the number of overall incidents and requests, highlighting the demand for support and increased use of the self-service portal • The average duration for resolving requests and incidents had decreased, indicating improved efficiency • The service desk saw a significant increase in demand but has managed to reduce resolution times, showing maturity in handling issues • In October, 4197 requests were opened, with 2657 closed, leaving 718 open. For incidents, 1523 were opened, with 1374 closed. The average resolution time for incidents is three to four days • The cost of equipment had reduced due to spending cuts, but an increase is expected with the need for Windows 11 devices. • Automation was implemented for new account requests, significantly reducing processing time to within two hours. <p>The DDHI noted that it was good to see the improved performance and we would be adding 2100 new users within CAV UHB to give all staff members access to an account over the next month or 2.</p> <p>The IMLA asked what the difference was between an incident & a request?</p> <p>The SITSE confirmed an incident was a problem and a request could be something such as installing a printer.</p> <p>The IMLA asked if cyber security & data protection would be included in training?</p> <p>The DDHI confirmed all staff will need to comply and we will make it clear on what the expectation is.</p> <p>The Committee Resolved that:</p> <p>a) The Committee received, reviewed and noted the Avanti service desk tool</p>	
	Items for Approval / Ratification	
DHIC 12/11/011	<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>	
	Items for Noting and Information	
DHIC 12/11/014	<p>Minutes: Digital Directors Peer Group</p> <p>The minutes from the digital director peer group was noted.</p> <p>The Committee Resolved that:</p> <p>a) The Committee noted the minutes of the Digital Directors Peer Group from June & July 2024.</p>	
	Agenda for Private Digital & Health Intelligence Meeting	
DHIC 12/11/016	<ul style="list-style-type: none"> • Caldicott Guardian Update • <i>Cyber Security Update (including performance metrics)</i> • <i>Digital Investment Case</i> 	
DHIC 12/11/017	<p>Any Other Business</p> <p>No Other Business was discussed.</p>	
DHIC 12/11/018	Items to bring to the attention of the Board / Committee	
	<p>Date & Time of next Meeting:</p> <p>Tuesday 11th February 2025 at 9am via MS Teams</p>	