

**Minutes of the Public Digital & Health Intelligence Committee Meeting
Held On 20 February 2024
Via MS Teams**

[To view a recording of the meeting, click here.](#)

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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) |
| In Attendance: | | |
| Matt Phillips | MP | Director of Corporate Governance (DCG) |
| Meriel Jenney | MJ | Executive Medical Director (EMD) |
| 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) |
| Fiona Jenkins | FJ | Executive Director of Therapies & Healthcare Sciences (EDTHS) |
| Gary Marklew | GM | IT Service Desk Manager (ITSDM) |
| Angela Parrat | AP | Director of Digital Transformation (DDT) |
| Secretariat | | |
| Nikki Regan | NR | Corporate Governance Officer |
| Apologies | | |
| Catherine Phillips | CP | Executive Director of Finance |

| Item No | Agenda Item | Action |
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| DHIC 20/02/001 | Welcome & Introduction The Committee Chair (CC) welcomed everyone to the Public meeting and confirmed the meeting was quorate. | |
| DHIC 20/02/002 | Apologies for Absence Apologies for absences were noted. The Committee resolved that: a) The apologies were noted. | |
| DHIC 20/02/003 | Declarations of Interest The Committee resolved that: a) No Declaration of Interest were noted. | |
| DHIC 20/02/004 | Minutes of the Meeting Held 03 October 2023 The Committee Resolved that: | |

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| | <p>a) The Minutes of the Meeting held on the 03 October 2023 were confirmed as a true and accurate record.</p> | |
| <p>DHIC 20/02/005</p> | <p>Action Log – Following the Meeting held on 03 October 2023</p> <p>The Action Log was received.</p> <p>Digital service KPI 23/10/011 – The DDHI noted that in order for the Health Board to maximise funds from the digital investment assurance was required that staff were using the systems efficiently. The DDHI discussed with the EDCP regarding the employment of a person with a range of IT skills to ensure staff were being provided with the correct tools, which was planned to be discussed at the People & Culture Committee (12.03.24) and would bring back a detailed report to DHIC in May.</p> <p>A digital champions network was discussed plans for that work to be taken further across the Health Board.</p> <p>The IMLC highlighted that there was a need to know the digital competence of staff members.</p> <p>The DDHI responded that the levels of competence were based on individuals and the systems used within the Health Board and that work was being undertaken by Digital Health and Care Wales (DHCW) and Health Education and Improvement Wales (HEIW) to understand the systems and competency. He added that some training needs could be addressed with online learning but some people prefer class-based learning, which would be looked into with the EDCP.</p> <p>Digital Directors Peer Group 23/10/012 – The DDHI explained that a regional summit took place and agreed to work in areas as a region alongside Aneurin Bevan University Health Board (ABUHB), Cwm Taf Morgannwg UHB and Velindre NHS Trust. He explained there were Terms of Reference for the digital steering group which would feed in to the national CEO’s group.</p> <p>The Committee Resolved that:</p> <p>a) The Action Log was discussed and noted.</p> <p>View the minute here (internal members): Digital Health & Intelligence Committee-20240220_090229-Meeting Recording.mp4</p> <p>For external members - Minute ref 00:01:25</p> | |
| <p>DHIC 20/02/006</p> | <p>Chair’s Action taken since the last Committee Meeting</p> <p>The Committee Resolved that:</p> | |

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| | a) There were no Chair's Actions taken since the last meeting. | |
| | Items for Review and Assurance | |
| DHIC 20/02/007 | <p>Digital Transformation Progress Report</p> <p>The DDT presented and summarised the Digital Transformation Report. The report was received by the Committee to view in detail under agenda item 2.1.</p> <p>It was noted that all of the national initiatives had continued and that Electronic Prescribing and Medicines Administration (EPMA) would give the Health Board the opportunity to improve its plan around digital maturity as well as improvement using HYMNS as a guide.</p> <p>It was noted that the investment case would show the Health Board how it would achieve that.</p> <p>The CC asked if a project could be developed to include digital champions etc, so that it would give it more visibility.</p> <p>The CE look at the number of programmes planned to be rolled out, each to include an implementation piece. Information to be shared on the work being undertaken.</p> <p>The DDHI highlighted the Sway tool was previously used to show the work being undertaken by the digital teams.</p> <p>The DDT explained a health informatics forum was scheduled each month and a digital advisory board had been established. Clinical design authority had commenced but more work needed to be done to highlight the work.</p> <p>The Committee Resolved that:</p> <p>a) The Committee reviewed the progress report and noted the planned investment case being developed.</p> <p>View the minute here (internal members): Digital Health & Intelligence Committee-20240220 090229-Meeting Recording.mp4</p> <p>For external members – Minute ref 00:25:18</p> | |
| DHIC 20/02/008 | <p>Joint IMT & IG Corporate Risk Register</p> <p>The Joint IMT & IG Risk Register was presented and the following was highlighted:</p> <ul style="list-style-type: none"> • 13 joint risks to be discussed in the Private Digital & Health Intelligence Committee | |

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| | <ul style="list-style-type: none"> • There were concerns around money but a number of risks had reduced • Effective utilisation has a low score as there is now a process and have a digital advisory board to help prioritise work. <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 (internal members): Digital Health & Intelligence Committee-20240220 090229-Meeting Recording.mp4</p> <p>For external members – Minute ref 00:19:28</p> | |
| <p>DHIC 20/02/009</p> | <p>IG Data & Compliance (Sis, Data Protection, GDPR, FOI, SARs, Staffing & Mandatory Training)</p> <p>The HIGCS presented and noted 279 incidents with 4 highlighted to be taken forward and discussed in the private meeting. He highlighted the following points:</p> <ul style="list-style-type: none"> • 316 requests received for medical records per month • Non-health records are compliant with 61 requests • Continue to monitor staff access and remind staff members when accessing clinical systems • Information Governance training figures remain at 76% <p>The CE highlighted the need for staff to complete mandatory training as we need to make staff understand this is patient safety critical.</p> <p>The HIGCS noted there was a significant increase in complaints and explained that response times were longer with no increase in resources provided but an improvement plan had been created.</p> <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 (internal members): Digital Health & Intelligence Committee-20240220 090229-Meeting Recording.mp4</p> <p>For external members – Minute ref 00:41:30</p> | |
| <p>DHIC 20/02/010</p> | <p>Digital Services Key Performance Indicators</p> <p>The ITSDM presented on the Ivanti Management Report and highlighted the following points –</p> <ul style="list-style-type: none"> • 2023 data showed an increase of 50% of requests in 2024 | |

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| | <ul style="list-style-type: none"> • Ivanti commenced in CAV HB in 2022 • Averaging 3.2 days in 2023 to close an incident • An average of 36,000 requests with 25,000 being resolved by the service desk team • CAV to look into produce an automatic password reset • The chat function on the self-service desk is another way to connect with IT colleagues • A high number of nadex requests were completed by the automation server <p>The DDHI explained the Ivanti system was being used to gain intelligence regarding systems use and cost. The level of service improved as a result of the new service desk tool.</p> <p>The DDHI explained devices procured by the digital team would be included. He noted there was value to gain the data and for people to receive care at home. Personal devices are not in the scope of stats that we are able to report but suggested for a policy for how we manage staff's personal devices for work purposes.</p> <p>The ITSDM explained Ivanti was introduced in 2022 but 2023 was the first full year of data. The IT Service Desk queues are lower and wait times have dramatically reduced due to the digital self-service.</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 (internal members): Digital Health & Intelligence Committee-20240220 090229-Meeting Recording.mp4</p> <p>For external members – Minute ref 00:53:20</p> | |
| <p>DHIC 20/02/011</p> | <p>Framework Policies, Procedures & Controls Update</p> <p>The DDHI noted an IG policy was to be discussed. Guidance notes were being worked towards and a number are to be scheduled.</p> <p>The Committee Resolved that:</p> <p>a) The Committee noted progress.</p> <p>View the minute here (internal members): Digital Health & Intelligence Committee-20240220 090229-Meeting Recording.mp4</p> <p>For external members – Minute ref 01:17:05</p> | |
| Items for Approval / Ratification | | |

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| | <p>Information Governance Policy</p> <p>The HIGCS reviewed 4 national policies and had reflected recent changes.</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 (internal members): Digital Health & Intelligence Committee-20240220_090229-Meeting Recording.mp4</p> <p>For external members – Minute ref 01:20:29</p> | |
| | Items for Noting and Information | |
| DHIC 20/02/012 | <p>Minutes: Digital Directors Peer Group</p> <p>The DDHI explained that DHCW had published their latest strategy. A WG update for funding for 2025 was discussed, which would be tight.</p> <p>The Committee Resolved that:</p> <p>a) The Committee noted the minutes of the 08.08.2023 and 05.09.2023 Digital Directors Peer Group meetings.</p> | |
| | Agenda for Private Digital & Health Intelligence Meeting | |
| | <p>(i) <i>Minutes from the Private DHIC Meeting held on 3rd October 2023</i></p> <p>(ii) <i>Digital Budget and Investment and Digital Strategy Case for Investment (Confidential paper)</i></p> <p>(iii) <i>Caldicott Guardian Requirements (Confidential paper – contains personal data)</i></p> <p>(iv) <i>Cybersecurity Update (Confidential paper)</i></p> | |
| DHIC 20/02/013 | <p>Any Other Business</p> <p>No Other Business was discussed.</p> | |
| DHIC 20/02/014 | <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 28th May 2024 at 9am via MS Teams</p> | |