**Confirmed Minutes of the Public Digital & Health Intelligence Committee Meeting Held On 15 August 2023 at 9 am Via MS Teams**

| Chair: | | |
|---|---|---|
| David Edwards | DE | Independent Member - Digital |
| **Present:** | | |
| Akmal Hanuk | AH | Independent Member – Community |
| Michael Imperato | MI | Independent Member - Legal |
| **In Attendance:** | | |
| Matt Phillips | MP | Director of Corporate Governance |
| Angela Parratt | AP | Director of Digital Transformation |
| Thomas Bott | TB | Digital Implementation Officer |
| David Thomas | DT | Director of Digital & Health Intelligence |
| James Webb | JW | Information Governance Manager |
| Bruce Johnson | BH | IT Project Manager |
| Suzanne Rankin | SR | Chief Executive Officer |
| Mark Cahalane | MC | Head of Digital Services Management |
| **Observers:** | | |
| Adam Partlow | AP | Rehabilitation Engineering |
| **Secretariat** | | |
| Sarah Mohamed | SM | Corporate Governance Officer |
| **Apologies:** | | |
| Keith Harding | KH | Independent Member - University |

| Item No | Agenda Item | Action |
|---|---|---|
| **DHIC 15/08/001** | **Welcome & Introduction**<br><br>The Committee Chair (CC) welcomed everyone to the Public meeting and confirmed the meeting was quorate. | |
| **DHIC 15/08/002** | **Apologies for Absence**<br><br>Apologies for absences were noted.<br><br>**The Committee resolved that:**<br><br>a) The apologies were noted. | |
| **DHIC 15/08/003** | **Declarations of Interest**<br><br>**The Committee resolved that:**<br><br>a) No Declaration of Interest were noted. | |
| **DHIC 15/08/004** | **Minutes of the Meeting Held 30 May 2023**<br><br>**The Committee Resolved that:** | |

| | | |
|---|---|---|
| | a) The Minutes of the Meeting held on the 30 May 2023 were confirmed as a true and accurate record. | |
| **DHIC 15/08/005** | **Action Log – Following the Meeting held on 30 May 2023**<br><br>The Action Log was received.<br><br>**The Committee Resolved that:**<br><br>a) The Action Log was discussed and noted. | |
| **DHIC 15/08/006** | **Chair's Action taken since the Committee Meeting held on 30 May 2023**<br><br>**The Committee Resolved that:**<br><br>a) There were no Chair's Action. | |
| | **Items for Review and Assurance** | |
| **DHIC 15/08/007** | **Digital Transformation Progress Report**<br><br>The Digital Transformation Progress Report was presented and the following was highlighted:<br><br>2023/24 IMTP<br><br>• The emphasis was on national Welsh Government (WG) programmes with the exception of common demographics store.<br>• As reported to DHIC in May 2023, the common demographics store would need to come from within existing resources unless an investment case was successful. However, day to day and operation requests prohibited this at the moment.<br>• The main constraint in the pace of delivery was limited resource availability, which was diverted to meeting organisational priorities and operational needs.<br>• Mitigations were established recently which included the following:<br><br>- Setting up a Digital Advisory Board<br>- Setting up a Project Management Office<br>- Having the Digital Front Door.<br><br>Shaping our Future Digital Services | |

| | | |
|---|---|---|
| | • The teams have now held over 60 gathering intelligence conversations with colleagues in other organisations undergoing similar programmes to Shaping our Future Hospitals and Shaping our Future Clinical Services as well as the National Hospital Programme in England.<br>• A workshop took place with a mixture of clinical, nursing, AHP, clinical scientist, innovation and operational colleagues.<br>• The National Hospitals Programme in England and Leeds Teaching Hospitals NHS Trust who had undergone a similar journey in regards to new hospital build, transforming clinical and digital services attended on the day.<br><br>New Digital & Health Intelligence Structure<br><br>• A presentation on the Digital Services Management Structure was presented to the Committee.<br>• For an extensive period, there was a gap between digital delivery and the customer base.<br>• The Digital Service Management department embedded digital co-ordinators into clinical boards to help reduce the gap.<br><br>**The Committee Resolved that:**<br><br>a) The progress report was reviewed.<br>b) The proposed Governance model was commented on. | |
| **DHIC 15/08/008** | **Joint IMT & IG Corporate Risk Register**<br><br>The Joint IIMT and IG Corporate Risk Register Paper was presented and the following was highlighted:<br><br>• There were 14 risks identified in the directorates risk register.<br>• The highest risk was cyber security. This would be discussed in the private session.<br>• The remaining risks were scored between 7 and 12.<br>• Two risks were moved from amber to yellow. This included non-compliance with data protection legislation and governance framework.<br>• The DDHI proposed that the effective resource utilisation risk was reduced due to the Digital Advisory Board being set up to support where resources could be spent. | |

| | | |
|---|---|---|
| | **The Committee Resolved that:**<br><br>a) Progress and updates to the Risk Register report were reviewed and noted. | |
| **DHIC 15/08/009** | **IG Data & Compliance (Sis, Data Protection, GDPR, FOI, SARs, Staffing & Mandatory Training)**<br><br>The IG Data & Compliance Report was presented and the following was highlighted:<br><br>• Between May 2023 and June 2023, the Information Governance Department had reviewed a total of 112 information governance related incidents reported via Datix.<br>• Of these breaches reviewed, two breaches met the threshold to be reported to the Information Commissioner's Office (ICO).<br>• A third breach had been reported to the ICO since that period.<br>• Details of the breaches would be outlined in the private meeting of this committee.<br>• In response to the breach in Ireland by a FOI disclosure, the team had reviewed all disclosure logs since 2020.<br>• The average number of FOIs received during the last 12 months had increased marginally to 53 requests per month and the average compliance had slightly dropped to 84%.<br>• There had been a steady drop in compliance in health records requests since February 2023. The total number of monthly requests remained high. The average compliance over the last rolling 12 months was 63%.<br>• A total of 17 subject access requests submitted for non-health records were received from April 2023 to May 2023. 16 requests (94%) were complied with, within the legislated timeframe.<br>• Since January 2022, the Health Board had sent out a total of 750 letters to staff who had been identified by the National Intelligent Integrated Audit Solution (NIIAS), based on a process approved by Management Executive.<br>• The Health Boards Information Governance training compliance was currently 74%. This represented a further 2% increase in overall completeness since figures were last provided to the Committee.<br><br>The CEO advised that human errors did happen especially under pressure. However, the same importance needed to be given as drug rounds as this hugely impacted patient safety. | |

| | The Committee Resolved that:<br><br>a) A series of updates relating to significant Information Governance issues was received and noted. | |
|---|---|---|
| **DHIC 15/08/010** | **Digital Services Key Performance Indicators**<br><br>The Digital Services Key Performance Indicators Report was presented and the following was highlighted:<br><br>• The Digital and Health Intelligence team were looking to report on KPIs for activity in the following workstreams:<br><br>- Service Requests – Requests for information or advice and assistance, as well as general requests.<br>- Incidents – Notifications of failures of systems or equipment.<br>- Change Requests – Requests for an adjustment to an existing specialist system, primarily used for PARIS and other clinical systems.<br><br>• A gateway was required. However, this was managed by DHCW. Discussions were taking place to develop a SOP to open that gateway.<br>• The administrative portal was presented to the Committee. It was noted that the team were looking to provide an online reporting service for management colleagues using Power-BI.<br><br>Appendix 1 showed the Workflow reporting for Digital & Health Intelligence through Ivanti. The latest live data pulled from the Ivanti system was presented to the Committee.<br><br>The CC requested an update on how the KPI statistics were starting to make a difference to the Health Board.<br><br>**The Committee Resolved that:**<br><br>a) The progress made since the last update on the Ivanti service desk tool in relation to KPIs was reviewed and noted. | **RK** |
| **DHIC 15/08/011** | **Framework Policies, Procedures & Controls**<br><br>The Framework Policies, Procedures & Controls Paper was presented and the following was highlighted:<br><br>• A number of policies and procedure documents were out of date and needed to be reviewed and updated. | |

| | | |
|---|---|---|
| | • Since the last meeting in May 2023, the following procedures and policy documents had been reviewed which included<br><br>- Records Management Policy (UHB 142)<br>- Records Management Procedure (UHB 326)<br>- Information Governance Transportation of Case Notes and Personal Identifiable Information (PII) Procedure (UHB 262).<br><br>**The Committee Resolved that:**<br><br>a) The progress made in updating the priority policy and procedure documents was noted. | |
| | **Items for Approval / Ratification** | |
| **DHIC 15/08/012** | **Policies**<br><br>*i. Records Management Policy (UHB 142)*<br>*ii. Records Management Procedure (UHB 326)*<br><br>**The Committee Resolved that:**<br><br>a) The records management policy and supporting procedure document were approved. | |
| | **Items for Noting and Information** | |
| **DHIC 15/08/013** | **Minutes: Digital Directors Peer Group**<br><br>The following Minutes were received by the Committee:<br><br>**The Committee Resolved that:**<br><br>a) The Minutes of the Digital Directors Peer Group of the meetings held on 6 June 2023 and 4 July 2023 were received and noted. | |
| **DHIC 15/08/014** | **Agenda for Private Digital & Health Intelligence Meeting** | |
| | *(i) Minutes from the Private DHIC Meeting held on 30 May 2023*<br>*(ii)* Digital Budget and Investment and Digital Strategy Case for Investment (confidential paper)<br>*(iii) Caldicott Guardian Requirements (Confidential paper – contains personal data)*<br>*(iv) Cyber Report including: Performance Measures (confidential paper)* | |
| **DHIC 15/08/015** | **Any Other Business**<br><br>No Other Business was discussed. | |

| | | |
|---|---|---|
| | | |
| **DHIC 15/08/016** | **Items to bring to the attention of the Board / Committee**<br><br>No Items were brought to the attention of the Board / Committee. | 7 |
| | **Date & Time of next Meeting:**<br><br>Tuesday 3rd October 2023 at 9am via MS Teams | |