



**Digital and Information Governance Committee
Minutes of the Meeting held on 26.03.2021
Held virtually via Microsoft Teams**

Present:

Mr John Cunliffe	Independent Member – Committee Chair
Professor Nichola Callow	Independent Member

In Attendance:

Mr Liam Allsup	Business Planning & Improvement Manager, Informatics
Mrs Jody Evans	Secretariat, Corporate Governance Officer
Mr Simon Evans-Evans	Interim Director of Governance, Corporate Office
Ms Jo Flannery	Regional Programme Manager – Community Services Transformation - Denbighshire County Council {part meeting}
Mr Arpan Guha	Acting Executive Medical Director, Corporate Office
Ms Sue Hill	Executive Director of Finance (SIRO) – {part meeting}
Ms Carol Johnson	Head of Information Governance
Mrs Justine Parry	Assistant Director of Information Governance & Risk
Ms Helen Thomas	NWIS Director of Information, Information Services {part meeting}
Mr Dylan Williams	Chief Information Officer, Informatics
Ms Andrea Williams	Head of Informatics Programmes Assurance and Improvement, Informatics

Agenda Item Discussed	Action
<p>DIG21/1 Welcome and Chair's opening remarks.</p> <p>DIG21/1.1 The Committee Chair welcomed everyone to the meeting.</p> <p>DIG21/1.2 An Independent Member (IM) informed the Committee of a break in her attendance from 10:30am for a brief period of time. It was noted that the comfort break would commence at that point, in order to avoid non quorum of the Committee.</p> <p>DIG21/1.3 The Chair informed the Committee of two Chair's actions <i>scheduled to have been taken to the December meeting, which was stood down</i>). The two Chair's actions were taken and approved with regards to: - Information Governance Strategy Item – annual review - Item approved. - Information Governance Assurance Report item - Assurance provided regarding IG preparedness for EU Exit - Item approved.</p> <p>DIG21/1.4 The Chair confirmed that the Chief Information Officer had been delegated as the delegated Lead of the Committee (on this occasion) in the absence of the Executive Director of Primary and Community Care.</p>	

<p>DIG21/2 Apologies for Absence</p> <p>DIG21/2.1 Apologies were received from Chris Stockport, Executive Director Primary and Community Care, Jo Whitehead, Chief Executive Officer, Melanie Maxwell, Senior Associate Medical Director, Sue Hill, Executive Director of Finance [part meeting], Medwyn Hughes, Independent Member and Dave Harries, Internal Audit.</p>	
<p>DIG21/3 Declarations of Interest</p> <p>DIG21/3.1 None received.</p>	
<p>DIG21/4 Draft minutes of the previous meeting held on 25.09.2020</p> <p>DIG21/4.1 The Minutes of the last meeting held on 25.09.21 were confirmed as an accurate record.</p>	
<p>DIG21/5 Matters arising and Review of Summary Action Log</p> <p>DIG21/5.1 Updates to the summary action log were recorded therein the action log accordingly.</p> <p>DIG21/5.2 Members also discussed the additional item referred from the relevant Committee.</p> <p>DIG21/5.3 Documents circulated to members since the last meeting The following items were noted that had been circulated to members since the meeting held in September:</p> <ul style="list-style-type: none"> • Cyber resilience in the public sector - Circulated 14/01/2021 via email. • Audit Wales, Welsh Community Care Information System - Circulated 03/02/2021 via email. 	
<p>Digital Matters</p>	
<p>DIG21/6 Digital Operational plan</p> <p>DIG21/6.1 The Chief Information Officer provided the Committee with an overview of the Quarter 2 and Quarter 3 reports. The Committee noted the update on the implementation of the Informatics Operational Plan – Quarter 2 and Quarter 3, and the assurances that legislative and regulatory responsibilities were being met against agreed plans. The Committee noted the key points from the reports and it was recognised that the reporting figures had been similar due to the impacts of Covid. It was noted that there had been a financial overspend due to non-achievement of savings targets. It was also recognised that there had been 2 reviews which had been updated since the previous report.</p>	

<p>The Committee acknowledged the slight change in format and it was raised that the formatting of appendix 2 would be updated for the next iteration. There were no further comments or questions received.</p> <p>RESOLVED: The Committee confirmed that the reports provided the appropriate levels of assurances and agreed to note the reports.</p>	DW
<p>DIG21/7 Informatics Assurance Report Informatics Assurance Reports - Quarter 1 and Quarter 2</p> <p>DIG21/7.1 The Chief Information Officer presented the reports from Quarter 2 and 3 collectively and provided the overview of data relating to the quality and effectiveness of information and information systems.</p> <p>DIG21/7.2 The Committee noted the HASCAS/Ockenden recommendations and the detailed update relating to the two-stage process to (1) map out the approach to baselining of priority casenote types of Acute, Mental Health Acute/Community and CAMHS Community Childrens Services, by March 2021 and (2) complete the baselining activity for all remaining casenote types, by March 2022. The output of this work make recommendations that would enable BCUHB to work towards pan-BCUHB compliance with legislation and standards for good records management across all paper patient record types. It was stated that ongoing progress was being reported through the Patient Records Group. The Chief Information Officer also confirmed that the outcomes would be shared with the Committee accordingly.</p> <p>DIG21/7.3 The Head of Informatics also informed the Committee of 2 overdue audit recommendations with regards to Clinical coding, it was noted that the recommendations had not been met due to COVID and the impacts upon staffing. It was also stated that large numbers of machines had not been connected the network for long periods of time; which resulted in them being outside of compliance with scheduled updates. It was stated that once machines were switched on and connected to the BCU network, that they were then updated within the 24 hour period. Key areas relating to appendix 1 were also referred to and discussion ensued with regards to the workshop which had been cancelled.</p> <p>DIG21/7.4 The Chair commented upon various areas of the report and gave particular attention to page 4: table 1 – relating to the number of overdue recommendations which had increased by 50%. It was confirmed that the Team were not able to meet the target recommendations due to Covid pressures. The Chair also queried data in relation to trends which had decreased in performance relating to coding compliance. Clarification was also discussed with regards to the results management project and of the timeline of the project to date. The Chief information Officer also informed the Committee of the barriers to progress the Attend Anywhere project and of the Business Case which was under development. The Chair also noted that the tables on page 9 had no titles and seem to be related to next section of the report. The Head of Informatics agreed to review and update the table titles in future iterations of the report.</p>	<p>DW</p> <p>AW</p>

<p>DIG21/7.5 Discussion ensued regarding key areas and duplication with regards to performance reporting and ongoing compliance updates. An independent member thanked the team for the report and the Committee acknowledged the level of information provided. The members noted the report and agreed that the report provided them with the appropriate levels of assurance. It was agreed to re-arrange the workshop to further discuss the future purpose and content of the report.</p> <p>RESOLVED: The Committee reviewed and noted the report. It was also agreed to re-arrange the workshop to discuss the content of the assurance report going forwards.</p>	AW/JE
<p>DIG21/8 NWIS update report</p> <p>DIG21/8.1 The Committee Chair welcomed the NWIS Interim Chief Executive Officer to the Committee who provided the report and presented a verbal presentation regarding the National Update report which outlined updates on the progress of a range of National Digital initiatives within BCU, <i>detail as follows</i>; Establishment of Special Health Authority, Digital Health and Care Wales (DHCW), Welsh Patient Administration System (WPAS), Welsh Community Care Information System (WCCIS), Data Centre Transition project, WCP & WCP Mobile, Welsh Patient Referral System (WPRS), Digitisation of Welsh Nursing Care Record, Welsh ED system (WEDS), Hospital Pharmacy and the National Data Resource (NDR).</p> <p>DIG21/8.2 Further to the establishment of the DHCW, it was noted that the Special Health Authority (SHA) Legislation had passed through the Senedd in order to establish the SHA from 1st April 2021. It was noted that the SHA Board were meeting in April and that the progress was on plan. It was also confirmed that work was ongoing with regards to WPAS relating to the data transition program. A discussion took place relating to the overall metrics, movement and effects on services. It was also clarified that a timeline and plan would be informed by the end of July. It was confirmed that the detailed plan in its current form was available. It was agreed that the relevant information would be shared with the Chief Information Officer accordingly.</p> <p>DIG21/8.3 The Chair referred to the WPRS system and the Committee noted the challenges relating to the planning and roll out. The challenges of discharge communication and of cross referrals were acknowledged. It was noted that NWIS had appointed a Project Support Manager who would work with BCU to develop the plan of implementation.</p> <p>DIG21/8.4 Within the update report it was also confirmed that the NWIS Senior Leadership Team and BCU Informatics colleagues met in January with regards to strategic engagement discussions to ensure plans and priorities were shared and aligned. It was noted that there was a meeting planned which would include members of the BCU Executive Team, in order for the organisations to agree the joint plan for 2021/22. A discussion took place with regards to how the 2 organisations would</p>	HT

monitor and maintain the clear strategic plan moving forwards. It was also confirmed that the Head of Informatics had been meeting with the NWIS lead on a regular basis, in order to continue to establish the clear working links.

DIG21/08.5 The Committee Chair thanked the Director of Information for the update.

RESOLVED: The Committee noted the update.

<p>DIG21/9 Digital Communities (Community Services Transformation workstream): Update Report</p> <p>DIG21/9.1 The Committee Chair welcomed the Regional Programme Manager – Community Services Transformation - Denbighshire County Council to the Committee.</p> <p>DIG21/9.2 The Regional Programme Manager provided the update report regarding the progress to date in relation to the Community Services Transformation Fund. The overview of the role was provided which highlighted joint working mechanisms, along with the promotion of support byway of electronic devices. The support mechanisms were recognised therein the update with regards to those shielding along with support to care homes and hospitals. It was also noted that Amazon echos were also being utilised. Training and development approaches were also summarised. The support of the BCUHB had also been commended along with the positive partnership working links.</p> <p>DIG21/9.3 An Independent Member queried with regards to raising the levels of publicity around the initiative. It was confirmed that a phone provider had provided a number of free data sims, along with working links with the regional partnership board and of there being a number of press articles to raise awareness within the community. Ongoing revenue funding was also being discussed along with possibilities of there being an ongoing loan scheme roll out in the future. The idea of Training hubs were also noted. A discussion also took place around the assurances relating to the usage of Amazons echos. It was raised that the Regional Manager was looking into it in more detail and stressed that Information Governance would be at the forefront of any future developments. The Committee Chair thanked the Regional Manager for the update.</p> <p>RESOLVED: The Committee noted the update.</p>	
<p>DIG21/10 Digital Strategy - Our Digital Future</p> <p>DIG21/10.1 The Chief Information Officer and Head of Informatics Programmes Assurance and Improvement presented the Digital Strategy to the Committee for Approval. The Committee received the overview of the Strategy.</p> <p>DIG21/10.2 It was explained that the Strategy had been developed through the 2 phased engagement approach. It was confirmed that phase 1 had commenced in October 2020 and had ceased in December 2020, which included the targeted communications campaign along with links with existing networks and focus groups. It was also noted that general question and answer sessions along with surveys had also taken place.</p> <p>DIG21/10.3 Phrase 2 of the consultation had also taken place through the months of February 2021 and March 2021. It was noted that there were over 40 responses along with over 4000 comments which had been received and utilised, in order to shape the strategy to date.</p>	

<p>DIG21/10.4 The Head of Informatics Programmes Assurance and Improvement also informed the Committee (byway of a PowerPoint presentation) of key areas of the Strategy, it was noted that the full Equality Impact Assessment and a Socio-Economic Duty Assessment would also be completed in due course. It was also confirmed that there were 6 Key Enablers underpinning the Strategy. The need for ongoing engagement was recognised, along with strengthening links between Primary and Secondary care. It was confirmed that the Strategy would also be developed into a shorter Public version as a “Strategy on a page”. It was also confirmed that the Engagement Report findings would also be published in due course.</p> <p>DIG21/10.5 The Members agreed that the Strategy and Engagement Report were extremely positive. Discussion ensued in relation to the planning of Business Cases relating to the current processes and of digital involvement relating to relevant cost implications. The Committee congratulated the Head of Informatics Programmes, Assurance and Improvement on the development of the Strategy and provided their support on the clear engagement process.</p> <p>RESOLVED: The Committee approved the Strategy.</p>	
COMFORT BREAK	
INFORMATION GOVERNANCE	
<p>DIG21/11 Information Governance quarterly assurance report (KPI, Lessons learned and compliance report) - Quarter 3 2020/21 Key Performance Indicators (KPI) Report</p> <p>DIG21/11.1 The Assistant Director of Information Governance & Risk presented the detailed overview of the Key Performance Indicators: Quarter 3 report. The report provided the Committee with the high-level analysis, demonstrating many of the continuous improvements to date. Positively it was noted that the compliance level for responding requests within the standard of 20 days had increased from 57% to 77%. It was recognised that there had been various complaints received from the information commissioner with regards to the Holden Report which were ongoing. Figures in relation to data protection and non-clinical information had positively increased to 93%. It was also reported that HMP Berwyn had received a 100% compliance rate for the quarter. It was also noted that there had been a steady increase of incidents reported for the quarter. It was clarified that since the introduction of Office 365 the BCU email address default address book had reverted to the global address book, which had proved problematic. Training and compliance rates had been maintained to over 82% and it was stated that the positive result had been shared with the Chief Executive Officer.</p> <p>DIG21/11.2 The Chair invited questions from the Members and queried with regards to inappropriate access on relevant systems and whether or not auditing of the system had been a deterrent. It was agreed that the Head of Information Governance would contact Workforce colleagues, in order to review and possibly re-issue reminders to staff.</p>	JP

<p>RESOLVED – The Committee received and noted the assurance provided in compliance with the Data Protection and Freedom of Information Legislation.</p>	
<p>DIG21/12 Chair Assurance reports : Information Governance Group</p> <p>DIG21/12.1 The Assistant Director of Information Governance and Risk presented the reports and provided the highlights; in relation to key issues taken from the meetings held on the 26th November 2020 and 4th March 2021, on behalf of Dr Melanie Maxwell, Senior Associate Medical Director.</p> <p>DIG21/12.2 The detail in relation to the information asset register was raised. It was noted that the Leads were working with Informatics Leads along with the Executive Director of Finance to improve reporting, it was agreed to include data within future FOI reports.</p> <p>DIG21/12.3 A further discussion ensued with regards to the risk of the information asset register and General Data Protection Regulation implementations. It was confirmed that the risk was on the Information Governance Risk Register and work was being undertaken with IM&T to future proof the system. It was discussed that works had halted due to Covid and had presented as resource intensive. It was confirmed that the Information Governance Team had recruited to a band 5 position in order to work on the process.</p> <p>DIG21/12.4 Discussion ensued in relation to the reported Office 365 incident and of the risks to the health board. It was agreed to review the associated risks accordingly. It was agreed for the Chair and the Assistant Director of Information Governance to consider wording which would be included within the Chairs report to the board to highlight the associated risk/s.</p> <p>RESOLVED: The Committee received and noted the IGG Chairs reports provided.</p>	<p>MM/JP</p> <p>JP/JC</p>
<p>GOVERNANCE</p>	
<p>DIG21/13 Board Assurance Framework Principal and Corporate Risk Report</p> <p>DIG21/13.1 The Assistant Director, Deputy Board Secretary presented the report and asked the Committee to review and note the progress on the Principal Risk as set out in the Board Assurance Framework (BAF) and Corporate Tier 1 Operational risks presented. The overview of the report was provided and the Committee noted that the Risk Management Strategy and Policy had recently been revised, along with the recent implementation of the revised Board Assurance Framework (BAF) template reporting arrangements.</p>	

<p>It was explained that;</p> <ul style="list-style-type: none"> • Appendix 1 highlighted the Board Assurance Framework Risks assigned to the Committee. • Appendix 2 provided the overview of all BAF risks and also included detail of the definitions of the assurance levels. • Appendix 3 highlighted the Corporate Tier 1 Risks associated with the Committee which had been reviewed and agreed at the Risk Management Group (RMG) on the 15th March 2021 and scrutinised by the Executive Team on the 17th March 2021. <p>DIG21/13.2 Discussions arose with regards to the 3 additional risks which had been submitted to the Risk Management Group and were reopened in relation to National Services, Cyber Security and Non delivery of the WCCIS project. It was confirmed that comments with regards to the content and the Strategy had also been forwarded to the risk management officers accordingly and it was confirmed that the detail would be included within future iterations.</p> <p>DIG21/13.3 Further discussion took place in relation to the BAF document and of the change in the inherent risks, rather than scorings. Assurance levels were discussed and the defining categories were noted in relation to the 3 levels of assurances along with the level zero. Further debate took place in relation to CRR20-10. The Chair noted the requirement to further discuss risks relating to finance issues within the remit of the Finance and Performance Committee. It was noted that with regards to BAF20-18 the detail relating to the wording required updating to include Health Board wide, in order to be consistent with other BAF risks. National delays were also discussed in relation to mitigations and algorithms with regards to impacts upon services. It was agreed for the Chief information Officer and the Assistant Director of Information Governance & Risk meet to discuss themes in relation to impacts on service.</p> <p>RESOLVED: The Committee reviewed and discussed the progress in relation to the Board Assurance Framework Corporate Risk Report.</p>	<p>JC</p> <p>DW/JP</p>
<p>DIG21/14 Draft Committee Annual Report</p> <p>DIG21/14.1 The Chief Information Officer presented the draft report to the Committee which had previously been reviewed by the members.</p> <p>DIG21/14.2 The members reviewed the proposed Red, Amber, Green (RAG) scores against the objectives, as set out within the terms of reference. It was agreed that based on the cancellation of the Workshop that the RAG scoring for the year would have to be categorised as Amber. It was agreed for the Amber RAG status to be incorporated and the summary table be updated to reflect the Committee Assessment by the Leads. It was therefore agreed to approve the Draft Report for onward submission to the Audit Committee and take Chairs Action accordingly.</p> <p>RESOLVED: The Committee approved the Draft Report.</p>	<p>JE/JC</p>

<p>DIG21/15 Summary of InCommittee business to be reported in public – Dylan Williams, Chief Information Officer</p> <p>DIG21/15.1 The Committee noted the report.</p> <p>RESOLVED: The Committee noted the Summary of Business reported in public.</p>	
<p>DIG21/16 Issues to inform the Chair's Assurance report DIG21/16.1 John Cunliffe, Chair - Recommendation - To agree the Issues.</p>	JC
<p>DIG21/17 Date of next meeting DIG21/17.1 The date of the next meeting was noted as: 18th June, 2021</p>	