Digital and Information Governance Committee
Minutes of the Meeting held on 19.06.2020
Held virtually via Webex

Present:
John Cunliffe   Independent Member – Committee Chair
Nicola Callow   Independent Member
Medwyn Hughes   Independent Member

In Attendance:
David Fearnley   Executive Medical Director
Dylan Williams   Chief Information Officer
Carol Johnson   Head of Information Governance
Jody Evans   Corporate Governance Officer

Agenda Item Discussed	Action
DIG20/68 Chair's Opening Remarks **DIG19/68.1** The Committee Chair welcomed everyone to the meeting.	
DIG20/69 Apologies for Absence **DIG19/69.1** Apologies received from Sue Hill, Melanie Maxwell and Justine Parry.	
DIG20/70 Declarations of Interest **DIG20/70.1** None received.	
DIG20/71 Draft minutes of the previous meeting held on 13.02.20 and Summary Action Log **DIG20/71.1** The Minutes of the last meeting held on 13.02.20 were confirmed as an accurate record. **DIG20/71.2** Updates to the summary action log were recorded therein and it was agreed to close the initial 5 actions within the action log. It was also noted that engagement with NWIS would continue from September, as a Standing Agenda Item. **DIG20/71.3** Members discussed the additional item referred from the Finance and Performance Committee reference: FP20/24 2019/20 APPMR-Digital Health Programme. It was agreed that the outcome would be advised within the Chair's Assurance report to Board accordingly. The Chair agreed to further discuss and clarify points for reference with the Finance and Performance Committee Chair.	**JC**

Digital Matters	
DIG20/72 Digital Operational plan – year end report - David Fearnley, Executive Medical Director and Dylan Williams *Chief Information Officer* **DIG20/72 .1** The Chief Information Officer provided the summary and compared data to the previous years' report. It was noted that data was at a low compared to other quarters. The Chief Information Officer explained that Informatics had been able to deliver fully or partially on most initiatives, but nearly all initiatives were impacted by COVID-19 in the last two months. It was raised that the Health Board were broadly on track and continue to work through barriers and planning processes to date. It was noted that the re-engagement of the WPAS system implementation would be challenging due to competing COVID19. Barriers had also been expressed within the update, in relation to overheads and complexities of supporting adminstation of systems to support virtual working. **DIG20/72 .2** An Independent Member referred positively to the detail and high level of infographics within the report. The Independent Member also referred to the Digital Workforce and Microsoft Office 365, whilst also highlighting the urgency and importance therein. A discussion ensued and a suggestion had been received regarding options of seeking assistance and help via local authorities. It was confirmed that a report had been submitted to Finance along with the Executive Team to seek appropriate resource for effective rollout – An independent member expressed the view that Office 365 should be a core service within the Health Board. The Executive Medical Director agreed to raise with the Executive Director Finance, in order to provide feedback to the Committee. **DIG20/72 .3** An Independent Member also commented upon the current Digital Roadmap along with the WEDS Case, in relation to clarification and detail. It was noted that in relation to Ministerial approval for the WEDS Case; the Chief Information Officer confirmed the Business Case would require to be progressed via the Business Case Review Group, and a request would be made to Welsh Government to re-provision of capital for implementation. Digital infrastructure and site telephony was also noted and it was confirmed that all monies required had been requested via further capital within the planning processes. **DIG20/72 .4** The members noted the year-end report and it was recognised that the organisation would prioritise work in relation to COVID-19 and re-prioritise the work accordingly. **RESOLVED:** The Digital & Information Governance Committee reviewed and noted the report.	**DF**
DIG20/73 Covid on Informatics and Health Records - verbal update	

DIG20/73.1 The Chief Information Officer presented the members with the verbal update and PowerPoint presentation regarding the impact of COVID 19 on informatics and health records. **DIG20/73.2** The Chief Information Officer confirmed that the statistics required validation, in order to differentiate between "business as usual" statistics and those which were COVID-19 related. **DIG20/73.3** Discussion ensued with regards to live chats and support, along with call logging and solutions. It was agreed that The Chief Information Officer would review and present data in relation to the Service Point Calls at a future meeting. **DIG20/73.4** The Committee were also informed of the receipt of expressions of interest from 34 Service areas across the Health Board regarding the - Attend anywhere process "enabling clinician to patient video clinical appointment in a safe and secure way". The Chief Information Officer noted that the technology was reasonably simple, but the supporting administration and clinic set up was complex and requires careful planning and support. The CIO also suggested to members that they try and attend an anywhere consultation, in order to experience and feedback any relevant points to learn upon. Text messaging services and home working was also raised and discussed. It was further noted that the organisational culture had changed within the pandemic, along with the need to maintain the momentum to revolutionise. **RESOLVED:** The members noted the verbal update and presentation upon the COVID 19 impact upon informatics - March to May 2020.	**DW**
DIG20/74 Informatics Quarterly Assurance Report **DIG20/74.1** The Chief Information Officer presented the report and explained that the report highlighted the initial impacts of COVID-19 on Informatics. It was noted that the full impact of the pandemic would need further work and analysis within the forthcoming months. Members noted that COVID-19 would create further demand for informatics services over and above what was in current operational plans and priorities. The Chief Information Officer presented the main issues of significance and discussion ensued. **DIG20/74.2** It was noted that compliance upon page 4 had also been referenced within the previous section and that the graph had been uploaded within ibabs in order to reflect the coding compliance accordingly. **DIG20/74.3** A Member referred to item 2.2.2 Results Management Project: (Amber) digitisation; During Covid paper results were turned off due to resource issues, but on reflection and until the electronic systems were fit for purpose it was agreed that targeted paper results would be switched back on to support outpatient workflow. It was noted that the Health Board would transition safely whilst ensuring the pressures and risks are managed accordingly to assist with change.	

DIG20/74.4 The digitisation of Access to Health Records Project was also raised and cost pressures were noted, it was confirmed that an SBAR was being compiled in order to escalate. It was noted that the planned business case for the Ysbyty Glan Clwyd File Library was contingent on the wider strategic Mental Health Service Business Case and site location. Changes to the Mental Health File Library had also been raised as a key compliance issue and it was noted that there was a report being compiled with regards to long term mapping.

RESOLVED - The Digital and Information Governance Committee noted
- compliance with legislative and regulatory responsibilities which related to the Informatics Services and
- advised the service of the additional metrics required to improve assurance.

DIG20/75 Information Governance Quarterly Assurance report - To include both Q3 and Q4 from 2019/20 – *Carol Johnson – Head of Information Governance*

DIG20/75.1 The Head of Information Governance presented the quarter 3 and 4 KPI reports for 2019/2020**,** which included compliance with:
- Freedom of Information Request Profile

- Data Protection Act – Subject Access Request Profile

- Information Governance Incidents and Complaints

- Requests for access to information systems (IG10)

- Information Governance Training

- Information Governance Service Desk (IG Portal)

- National Intelligent Integrated Auditing Solution (NIIAS) notifications

- Information Governance Compliance Audits

- Sharing of information

- Data Protection Impact Assessments (DPIAs)

In summary, it was recognised and reported that within quarter 3 and 4 the compliance rate for FOI responses decreased but had since improved, actions were being put in place to help improve the compliance rates being reported for both periods. Appendix 1 was also referred to and it was queried with regards to data relating to the month of December having 2 outstanding items; however, it was reported that the items had since been cleared and closed. CJ to clarify the delay detail in clearance to the Committee via email. CJ also agreed to amend and feedback to the slight increase of noncompliance presenting as 25% in relation to HM Berwyn.

CJ

DIG20/75.2 Head of Information Governance also summarised the Quarter 4 reporting period. It was reported that the FOI compliance rate whilst down in Q3 & Q4 had now gone up through Q1 period to 100% and currently stood at 95%. The Head of Information Governance also confirmed that there

continues to be work in progress with regards to regular compliance checks. The vision was also raised in order to continue and expand compliance checks upon a rolling rota basis. The members were also asked to note that the compliance rate for mandatory training had risen.

DIG20/75.3 The Committee noted that the reports provided analysis, whilst highlighting trends along with actions taken to address the issues of significance which had been summarised therein. In addition, delays within the reporting period which related to COVID 19 activity were highlighted and acknowledged by the committee.

RESOLVED – The Committee received and noted the assurance provided in compliance with the Data Protection and Freedom of Information Legislation.

DIG20/76 Corporate Risk and Assurance Framework Report
DIG20/76.1 The Committee acknowledged the updates to the following risks since the last report. The newly refreshed template was noted. Debate and discussion took place with regards to the risks reported to the Committee:

- **DIG20/76.2 CRR10a National Infrastructure and Products.**
  It was noted that the risk was previously updated and refreshed accordingly. It was agreed that there was no further material changes to be incorporated at this point.
- **DIG20/76.3 CRR10b Informatics - Health Records**
  Levels of risk discussed around the wider health record issues within the Health Board. The Chief Information Officer confirmed that there was a much broader issue within the community and acknowledged the responsibility of health records including mental health. The requirement to stocktake around the COVID 19 pandemic was raised and the Chief Information Officer confirmed that a meeting had taken place between himself and the Head of Risk Management. It was agreed that there was no further material changes to be incorporated at this point.
- **DIG20/76.4 CRR10c Informatics infrastructure capacity, resource and demand.**
  A discussion took place regarding actions and implementation in further mitigation, which have been put on hold due to operational pressures generated by the Covid-19 pandemic. It was agreed that there was no further material changes to be incorporated at this point.

DIG20/76.5 It was noted that the Risk Management Group were imminent to meet and that the Committee would welcome further update surrounding the impact upon risks from the COVID 10 pandemic, the Committee were content with the risks to date as recorded, and would await feedback.

RESOLVED - The Digital and Information Governance Committee considered the relevance of the current controls; and reviewed the actions in place and considered the risk scores.

DIG20/77 Performance against the Board approved 2019 20 annual plan - verbal update **DIG20/77.1** It was noted that the item *DIG20/73 Covid on Informatics and Health Records - verbal update* covered the performance update item accordingly.	
DIG20/78 Summary of InCommittee business to be reported in public - David Fearnley, Executive Medical Director **DIG20/78.1** The Committee noted the report. **RESOLVED:** The Committee noted the Summary of Business reported in public.	
DIG20/79 Issues to inform the Chair's Assurance report • John Cunliffe, Chair - Recommendation - To agree the Issues.	
DIG20/80 Date of next meeting **DIG20/80 .1** The date of the next meeting was noted as: Friday 25th September 2020 @ 9.30am	