GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board

Digital and Information Governance Committee
Minutes of the Meeting held on 25.09.2020
Held virtually via Webex

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

In Attendance:
Dr David Fearnley   Executive Medical Director
Dr Chris Stockport   Executive Director Primary & Community Care
Ms Sue Hill   Executive Director Of Finance (SIRO)
Ms Melanie Maxwell   Caldicott Guardian
Ms Carol Johnson   Head of Information Governance
Mrs Justine Parry   Assistant Director of Information Governance & Risk
Ms Andrea Williams   Head of Informatics Programmes Assurance & Improvement
Mr John Thomas   Deputy Head of Informatics, Communication & Technology
Mr Richard Walker   Head of Information
Mrs Jody Evans   Corporate Governance Officer
Ms Helen Thomas   NWIS Director of Information, Information Services (part meeting)

Agenda Item Discussed	Action
DIG20/86 Chair's Opening Remarks DIG20/86.1 The Committee Chair welcomed everyone to the meeting. DIG20/86.2 The Executive Director of Finance (SIRO) informed the Committee of a break in her attendance from 10:30am for a brief period of time. DIG20/86.3 It was noted that the Executive Director Primary & Community Care would be the Executive Lead of the Committee for future meetings.	
DIG20/87 Apologies for Absence DIG19/87.1 Apologies received from Dylan Williams, Chief Information Officer. Deputies in attendance on behalf of DW as follows: Andrea Williams, Head of Informatics Programmes Assurance and Improvement, to present the following items: → DIG20/90 Digital Operational plan – Informatics Operational Plan Quarter 1 update → DIG20/91 Informatics Assurance Report Quarter 1 → DIG20/92 Digitally Enabled Clinical Strategy Update	

→ DIG20/107 Consultation details received: Special Authority for Wales Consultation John Thomas - Deputy Head of ICT, Informatics to present the following: → DIG20/94 Covid on Informatics and Health Records - Service Point Calls	
DIG20/88 Declarations of Interest DIG20/88.1 None received.	
DIG20/89 **Draft minutes of the previous meeting held on 19.06.20 and Summary Action Log** DIG20/89.1 The Minutes of the last meeting held on 19.06.20 were confirmed as an accurate record, apart from clarification upon the wording regarding to the location of HM Berwyn. DIG20/89.2 Updates to the summary action log were recorded therein and it was agreed to close 8 actions within the action log. DIG20/89.3 Members discussed the additional items referred from the relevant Committee and Health Board Meetings. It was agreed that the outcomes would be advised within the Chair's Assurance report to Board accordingly.	JC
Digital Matters	
DIG20/90 **Digital Operational plan – Informatics Operational Plan Quarter 1 update** - Andrea Williams, Head of Informatics Programmes Assurance and Improvement, Informatics. DIG20/90.1 The Head of Informatics Programmes Assurance and Improvement provided the Committee with an overview of the report. The purpose of the report is to provide assurance on plan delivery and that regulatory and legal responsibilities are met. It was noted there isn't an approved Informatics Operational Plan for 2020/21 and that the update was based on the extension of the 2019/20 Approved Operational Plan. The plan was reported to be in line with the Corporate quarterly planning process. DIG20/90.2 Key points raised and discussed in the report were : 1. Covid had significantly impacted on project delivery, 12 projects had been paused and (with 8 projects now at Amber, which would require further time to be delivered).	

2. The Welsh Community Care Information System continued to be a high risk, delivery of the WCCIS Risk was under review. 3. Finances – overspend, savings target and the discretionary capital programmes were noted. DIG20/90.3 The Chair referred to the Summary Progress table and of the increasing risks of non-deliverance of projects; it was noted that the issue would be discussed within the Resources paper at the later point upon the agenda. The rating of Digital Infrastructure progress was queried given that there had been 2 items which had experienced issues to date. It was agreed to review the status and feedback to members accordingly. Reference was also made to the potentially significant changes to the YGC records library action and its status. The Head of Informatics Programmes Assurance also agreed to provide an update to explore if the item was categorised correctly as green and to confirm that the action was on track at the time of reporting. DIG20/90.4 An independent member expressed the view that the stock images used within the report were not replicating the current Covid climate; for example, the stock images used within the report suggested that staff were not wearing masks or social distancing. The feedback was acknowledged by IM&T attendees for future reports. DIG20/90.5 The members noted the report and agreed that the report provided them with the appropriate levels of assurance. **RESOLVED:** The Digital & Information Governance Committee reviewed and noted the report.	 AW AW
DIG20/91 **Informatics Assurance Report Quarter 1** **Andrea Williams, Head of Informatics Programmes Assurance and Improvement, Informatics**. DIG20/91.1 The Head of Informatics Programmes Assurance presented the report and noted that this was the first assurance report of 2020/2021. The report provided an overview of key performance indicators relating to the quality and effectiveness of information and information systems. The Head of Informatics highlighted the targets which had not been met due to Covid, along with the impacts upon staffing. Postponement to 2021 of the National compliance audit was also highlighted, as was the non-printing of reports that had now recommenced in May 2020. DIG20/91.2 The Head of Informatics Programmes Assurance and Improvement recommended that a workshop be arranged for Members to discuss the future purpose and content of the report. The members agreed.	 AW/JE

DIG20/91.3 An independent member raised a query in relation to the completion rate of coding within BCUHB against the National Target scores. It was agreed to benchmark BCUHB in relation to the effect of Covid against other health boards. The Head of Information agreed to provide the data accordingly to the Committee to demonstrate the statistics.	RW
DIG20/91.4 The Chair expressed the need to understand the delays regarding WPAS being extended to May 2021. It was understood that there had been the 6 month delay due to Covid prioritisations. The Chair also questioned the Access to Health Records Project (ICO Recommendation) in relation to the Amber status. The Chair requested information in relation to the cost pressures not being supported and the detail in relation to the financial repercussion of risks and breaches. It was agreed for The Head of Informatics Programmes Assurance and Improvement to gain further detail in relation to the specifics and feedback accordingly. The Chair also briefly commented upon Cyber Security and progression to date. It was noted that Cyber Security was to be discussed further therein the private session.	AW
DIG20/91.5 The Assistant Director of Information Governance and Risk welcomed the change in format of the report and requested that the Data Quality of responses from the data warehouse be incorporated with regards to negative publicity of FOI requests within future reports. It was agreed for the data to be incorporated.	AW
DIG20/91.6 The members noted the report and agreed that the report provided them with the appropriate levels of assurance. **RESOLVED:** The Digital & Information Governance Committee reviewed and noted the report.	
DIG20/92 **Digitally Enabled Clinical Strategy Update** Andrea Williams, Head of Informatics Programmes Assurance and Improvement, Informatics. DIG20/92.1 The Head of Informatics Programmes Assurance and Improvement presented the members with the Digitally Enabled Clinical Strategy Update. It was summarised that the strategy consisted of three key documents namely; ● Strategy on a Page (infographic and based on the two page overview). ● The Strategy. ● Technical Document (to contain all the more technical information including the Clinical Pathways).	

It was confirmed that the strategy was in draft form at present and wide engagement would be undertaken to take into account the views of key stakeholders and staff. It was reported that there was an engagement plan currently under development which would take place over 6 weeks, during the October/November period. The Head of Informatics Programmes Assurance and Improvement also confirmed that the strategy would look to use new ways to engage digitally, whilst continuing to use more traditional methods. The strategy would also include a road map for delivery following the consultation method. It was also further confirmed that the stakeholder analysis was also to be undertaken, along with a wide range of surveys. DIG20/92.2 Independent members expressed that the two page strategy is impressive and accessible. The technical document had also been discussed; the Head of Informatics confirmed that the document was an expansion of the strategy in detail. An independent member requested feedback in the future regarding the strategy mobilisation based upon the North Wales approach. It was agreed that the Head of Informatics and Independent Member discuss outside of the meeting, in order to benchmark at a future date. It was clear to members (as stated within the overview) that the strategy was non-clinically based. Following the presentation and overview, it was recognised that wider board discussions would require to take place. The Committee provided the overall feedback as required, along with the detailed discussion in relation to consultation and engagement. Digital inclusion within community settings had also been noted and discussed, along with the need for funding and capital planning. **RESOLVED:** The Digital & Information Governance Committee reviewed and noted the strategy and provided feedback in relation to the consultation accordingly.	NC/ AW
DIG20/93 **NWIS update report** Helen Thomas (NWIS - Information Services) Director of Information, Information Services, in attendance to present the verbal update to the Committee. DIG20/93.1 The Committee Chair welcomed the NWIS Director of Information to the Committee and introductions were made. The Director of Information provided the verbal presentation regarding the National Update report, outlining progress and planning *in relation to*; the hospital pharmacy programme, WEDS, Critical Care contracts, WICCS, Welsh Clinical Portal, and the Office 365 roll out acceleration position. The Committee was also briefed regarding the Blaenavon Data Centre situation, along with associated risks pertaining to the provider and of the impact regarding the cancer services programme. The Chair raised concerns regarding the critical environment and the need to possibly extend timescales. The Director of Information expressed the view that positive discussions were ongoing relating to all providers and the Welsh Government were fully briefed upon the situation.	

DIG20/93.3 The Chair and Committee members agreed that the future updates to the Committee be presented by way of a written report, which would require submitting to the Secretariat for distribution prior to each Committee Meeting. The Director of Information Services agreed. The Committee Chair thanked the Director of Information for the update. RESOLVED: The Digital and Information Governance Committee noted the update.	HT
DIG20/94 **Covid on Informatics and Health Records - Service Point Calls** John Thomas - Deputy Head of ICT, Informatics DIG20/94.1 The Deputy Head of ICT, Informatics presented the members with the update and PowerPoint presentation, in relation to the Service Point Calls rates. The overview was given and a discussion took place. The members noted the amount of devices which had been distributed during the peak time of the Covid crisis, along with the extra call for VPN tokens across North Wales. It was commended that the shortages had been dealt with swiftly and that the Cisco Duo system had been utilised with enormous success. The significant increase of calls received across the health board within the period had been reported upon; along with the utilisation of Live Chat, and of the call handling processes in place in relation to ICT support. DIG20/94.2 An independent member queried the comparisons made against local authority figures. It was confirmed that the comparison had been made to put the saturation levels into context, in order to demonstrate the levels of calls received. The Chair of the Committee and members agreed that the presentation had been very informative to note. **RESOLVED:** The members noted the verbal update and presentation.	

INFORMATION GOVERNANCE	

DIG20/95
Information Governance quarterly assurance report (KPI, Lessons learned and compliance report) Quarter 1 2020/21
Justine Parry, Assistant Director of Information Governance & Risk to present
 	
DIG20/95.1
The Assistant Director of Information Governance & Risk presented the Key Performance Indicators: Quarter 1 - April 2020 to June 2020. The report provided the Committee with the high-level analysis, demonstrating many of the continuous improvements to date. It was noted that in line with the previous feedback from Committee Members, that the report included the full quarter data.
 	
DIG20/95.3
The Assistant Director of Information Governance and Risk presented the detailed overview. The understanding nature of the general public was acknowledged during the key Covid period, in relation to FOI requesting. Noted were that:
    ● It was also noted that there had been 1 tribunal set within the period, which had been in progression with the Information Commissioner accordingly.
    ● During the quarter, compliance with subject access requests had decreased.
    ● It was confirmed that the reported staff shortages within the team were now resolved.
    ● There had been a reduction of reported incidents.
    ● All complaints received within the reporting period had been fully investigated and the lessons learnt had been shared accordingly.
    ● The training compliance rate had not reduced within the quarter.
    ● That there would be an alternative method of training being delivered in the future byway of a training video.
 	
DIG20/95.4
An Independent member offered the support of the Committee, in relation to FOI requests and delays in responses from Leads. The committee was advised that there would be a wholesale review of the FOI process over the forthcoming months, in order to streamline response times.	

DIG20/95.5 The Executive Director of Primary Care made comment with regards to the methodology of the Subject Access Request statistics for GP Practices. It was agreed that the Information Governance Team would cross check the statistics as stated within the report.	JP/CJ
DIG20/95.6 Discussion ensured in relation to Data Protection Impact Assessments. It was agreed that The Assistant Director of Information Governance and Risk contact The Head of the Value And Savings Programmes Lead, to	JP

discuss any cost improvements and learning regarding the restarts of care pathways to date. RESOLVED – The Committee received and noted the assurance provided in compliance with the Data Protection and Freedom of Information Legislation.	
DIG20/96 **Information Governance Annual Report 2019/20** **Justine Parry, Assistant Director of Information Governance & Risk to present** DIG20/96.1 The Assistant Director of Information Governance and Risk presented the report and provided the highlights in relation to key issues. It was expressed that the All Wales Information Governance Toolkit pilot scheme had been delayed and it was anticipated that it would now be incorporated into the operational plan for 2020/2021. The Assistant Director also stated that the Senior Information Risk Owner (SIRO,) had transferred to the portfolio of the Director of Finance. Incident reporting was also commented upon, along with lessons learnt within the reporting period. It was also reiterated that work was ongoing regarding Childrens Services. In relation to Personal Injury Claims, it was confirmed that work was ongoing with Legal and Risk Services. Compliance Auditing had also been addressed; it was confirmed that twenty audits had taken place and findings and feedback had been shared positively and widely. It was also expressed that the recent IG internal audit had been positive. Overall, common themes were being explored to develop good practice guidelines, along with improved training compliance rates within the year. It was noted that relevant tool kits had also been utilised, along with digital platforms thus ensuring that DPIAs were being undertaken. It was confirmed that the feedback from Patients had been informative. DIG20/96.2 The Chair commended the report and positively commented upon the CPID rating as being 5 star. An independent member also commented upon lessons learnt and the themes reported being interlinked for future reporting. It was agreed that common themes in future be included therein the report. **RESOLVED:** The Digital and Information Governance Committee noted and ratified the assurance provided within the report.	 JP
DIG20/97 **Caldicott Outturn Report 2020** **Melanie Maxwell, Senior Associate Medical Director to present.** DIG20/97.1 The Senior Associate Medical Director presented the report and an overview was given. It was stated that the Health Board had improved its 4 star rating with an increase in compliance to 95% and reached a 5 star compliance rating. It was confirmed that the report and improvement plan	

had been approved by the Caldicott Guardian and all actions from the improvement plan had been transferred to the Information Governance Operational Work plan for 2020/21.

DIG20/97.2
The Digital and Information Governance Committee received and noted the assurances provided within the report with regards to compliance with the Caldicott Principles and the actions set out in the action plan to drive continuous improvement.

RESOLVED: The Digital and Information Governance Committee noted and ratified the assurance provided within the report.

DIG20/98 **Information Governance Group - Issues of Significance** **Melanie Maxwell, Senior Associate Medical Director to present.** DIG20/98.1 The Senior Associate Medical Director provided the Committee with the Issues of Significance. The following items had been discussed and highlighted, with regards to an ongoing issue regarding WPAS alerts. It was agreed for IM&T to be involved to provide advice and support in relation to the existing Alert system, regarding variations across the Health Board, in order to simplify elements going forwards. The Senior Associate Medical Director agreed to feedback in relation to progress going forwards. It was discussed that the IG Group had also struggled to gain attendance with regards to meeting the quorum upon the group. It was agreed that feedback would be provided at the next Committee meeting in relation to attendance rates. It was noted that work towards the Child Health Records (ICO reprimand) was work in progress. It was also stated that the Infected blood inquiry work had also recommenced. **RESOLVED:** The Digital and Information Governance Committee noted the Issues of Significance.	MM
GOVERNANCE	
DIG20/99 **Draft Committee Annual Report 2019-2020 for Approval** David Fearnley, Executive Medical Director The Executive Medical Director presented the draft report to the Committee which had previously been reviewed by the members, it was therefore agreed to approve the Draft Report for onward submission to the Audit Committee. **RESOLVED:** The Digital and Information Governance Committee approved the Report.	JE
DIG20/100 Summary of InCommittee business to be reported in public - David Fearnley, Executive Medical Director DIG20/100.1 The Committee noted the report.	

RESOLVED: The Committee noted the Summary of Business reported in public.	
DIG20/101 Issues to inform the Chair's Assurance report John Cunliffe, Chair - Recommendation - To agree the Issues.	
DIG20/102 Any other business - Impact of Blaenavon Data Centre on WPAS project - Verbal update agreed to be provided at the later point in the agenda.	
DIG20/103 Date of next meeting DIG20/103.1 The date of the next meeting was noted as: 18th December 2020.	