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18 June 2024

Russell George MS
Chair
Health & Social Care Committee

Mark Isherwood MS
Chair
Public Accounts and Public Assurance Committee

Dear Russell and Mark,

DHCW Follow-up Response to the Welsh Parliament Health and Social Care Committee and Public Accounts and Public Administration Committee Scrutiny of Digital Health and Care Wales Report

DHCW provided their response to the Public Accounts and Public Administration Committee and the Health and Social Care Committee joint report on 16th August 2023. The report contained 16 recommendations, all of which were responded to.

Of the 16 recommendations, 3 required a further update by the end of 2023 which we were pleased to provide on 19 December 2023.

A further 3 recommendations required an update by the end of February 2024. The response was submitted on time.

Another recommendation required an updated response by the end of June 2024. This recommendation and our response is as follows:

Recommendation 9: By the end of 2023 Digital Health and Care Wales should publish a clear, realistic and prioritised plan for increasing its engagement with the social care sector, including public, third and private sector providers, Regional Partnership Boards and the Social Partnership Council. The plan should be developed through engagement with the social care sector, and should include clear timescales and assessment of the resource required for its delivery. DHCW should provide a copy of the plan to the Health and Social Care Committee and the Public Accounts and Public Administration Committee, and provide six-monthly updates on progress against the plan.

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DHCW Response to Recommendation 9:

Through the DHCW Stakeholder Engagement Strategy and Plan increased engagement with the social care sector, including public, third and private sector providers, has been considered. The DHCW Establishment Order does not include a strict definition of how DHCW should support social care. However, the SHA Establishment Programme Board agreed that DHCW's role with regard to care would be to support the delivery of joined up digital services for health and social care, without impacting the current mechanisms for governance and accentuality for directly delivering care. As such DHCW's engagement with the social care sector, including public, third and private sector providers has been predominantly through the National Data Resource Programme, Connecting Care Programme and e-Library Service. To formalise the joint working arrangements with Social Care Wales a Memorandum of Understanding (MoU) has been entered into between Digital Health and Care Wales and Social Care Wales in relation to the National Data Resource. The MoU formalises the relationships and programme of joint working so that a more joined up and standardised approach to health and care data can be arrived at which will enable more seamless working between health and social care, deliver the objectives of the Healthier Wales strategy and ultimately to the citizens of Wales.

As part of the DHCW Stakeholder Engagement Strategy and Plan, feedback from partners has been sought during May and June 2024 (including social care sector colleagues), via the completion of an online survey and conducting interviews to better understand stakeholders experience of engaging with DHCW, and how we can continually develop its approach to collaborative working. The responses from these interviews and survey feedback will contribute towards an independent report which will include actionable recommendations to continually develop DHCW's approach to partnership working. The interviews and analysis are being conducted independently by Atos, on behalf of DHCW. The findings from this work will be reported later in 2024.

Updates on the Connecting Care Programme can be found via the papers published for the [DHCW Programmes Delivery Committee (PDC).](#) The Connecting Care Programme is the newly proposed programme to deliver a single digital system to enable health and social care professionals to work collaboratively in delivering care closer to people's homes. The programme, led by DHCW, is working with Local Authority and Health Board delivery partners to understand requirements.

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Please also refer to our <u>May 2024 Board Papers</u> published on the DHCW Internet Site the papers contain a detailed update which outlines progress against our <u>Engagement Strategy</u>. Future updates will be provided every six months.

Yours sincerely,

Helen Thomas
Chief Executive

Simon Jones
Chair