



Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

Tŷ Glan-yr-Afon  
21 Heol Ddwyreiniol Y  
Bont-Faen, Caerdydd  
CF11 9AD

Tŷ Glan-yr-Afon  
21 Cowbridge Road  
East, Cardiff  
CF11 9AD

21 August 2024

Russell George MS  
Chair  
Health & Social Care Committee

Mark Isherwood MS  
Chair  
Public Accounts and Public Assurance Committee

Dear Russell and Mark,

**Digital Health and Care Wales' (DHCW) follow-up response to the Welsh Parliament's Health and Social Care Committee and Public Accounts and Public Administration Committee Scrutiny of Digital Health and Care Wales Report**

DHCW provided its response to the Public Accounts and Public Administration Committee and the Health and Social Care Committee joint report on 16<sup>th</sup> 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<sup>th</sup> 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 as at the end of June 2024. This was submitted at the beginning of July 2024.

Updates are required by the end of August 2024 for the following three recommendations:

**Recommendation 3:** The Welsh Government and Digital Health and Care Wales should provide the Health and Social Care Committee and the Public Accounts and Public Administration Committee with six-monthly updates on progress on the delivery of the Welsh Community Care Information System (WCCIS). The updates should include information about expenditure to date, planned expenditure, uptake of WCCIS among health boards and local authorities, engagement or consultation undertaken with relevant partners.

02920 500 500

[igdc.gig.cymru](https://igdc.gig.cymru) | [dhcw.nhs.wales](https://dhcw.nhs.wales)



Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

Tŷ Glan-yr-Afon  
21 Heol Ddwyreiniol Y  
Bont-Faen, Caerdydd  
CF11 9AD

Tŷ Glan-yr-Afon  
21 Cowbridge Road  
East, Cardiff  
CF11 9AD

**Update:** Please refer to our [Programme Delivery Committee Papers](#) published on the DHCW website. The papers contain an update on the delivery of the Welsh Community Care Information System.

**Recommendation 10:** Digital Health and Care Wales should provide further evidence about the human resource systems and capacity available to facilitate the recruitment and retention of specialist skills. This should include information identifying where the key gaps and vacancies are, how actions to address the gaps are being prioritised, and what steps are being taken to mitigate the risks to delivery arising from the vacancies. Following the provision of this information in its response to this report, DHCW should provide the Health and Social Care Committee and the Public Accounts and Public Administration Committee with six-monthly progress updates.

**Update:** A Strategic Resourcing Group, established in 2022, chaired by the Director of People and Organisational Development with senior level representation across the organisation meets monthly to ensure current and future skills gaps are identified and addressed with a sufficient resourcing plan to mitigate the risks arising from current and future vacancies. We previously referred you to the [DHCW January 2024 Board Papers](#) for an update on Strategic Workforce Planning and can confirm that a further update is due to be presented to our Board in September 2024. Some further detail around focus areas is provided below:

Due to the current funding structure for a significant amount of our programmes, we have to use fixed term contracts, as programme funding is non-recurrent. This year we have assigned some £3.6m to fixed term staff to support programmes which currently have unconfirmed funding post March 2025. There is a risk that as people move into the last six months of their contracts without any comfort of ongoing funding, they will start to look for alternative employment, potentially losing significant digital skills from NHS Wales.

DHCW commissioned work to develop an Allied Healthcare Professional Digital Investment Proposal to Welsh Government to bid for funding and to develop an accompanying report Allied Healthcare Professionals (AHPs) & Healthcare Scientists (HCS) Digital Maturity: progress report and next steps. The investment proposal sought to take a similar approach to investment in clinical informatics in nursing. The bid was consulted upon nationally and supported by groups including Directors of Digital, Chief Clinical Information Officers (CCIOs), Directors/Deputy Directors of Finance, Directors of Workforce and Directors of Planning. The Welsh Government National Investment Panel endorsed the principle of the proposal and its strategic importance on Friday 23<sup>rd</sup> November 2023, however, advised that the Digital Priority Investment Fund (DPIF) was fully committed over the next two financial years, therefore the Panel could not support the financial requirement of

02920 500 500

[igdc.gig.cymru](https://igdc.gig.cymru) | [dhcw.nhs.wales](https://dhcw.nhs.wales)



Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

Tŷ Glan-yr-Afon  
21 Heol Ddwyreiniol Y  
Bont-Faen, Caerdydd  
CF11 9AD

Tŷ Glan-yr-Afon  
21 Cowbridge Road  
East, Cardiff  
CF11 9AD

the proposal at that stage. The accompanying report with next steps was completed in March 2024.

DHCW has invested funding to support the strategic position of 'Chief Allied Healthcare Professional Information Officer' (permanently) and a 'Senior Clinical Informaticist' (fixed-term) roles identified within the national bid. The Chief Allied Healthcare Professional Information Officer post will complement existing roles within the DHCW Clinical Informatics Team, including Chief Nursing Information Officer (CNIO) and Chief Pharmacy Information Officer (CPIO) with professional accountability to the DHCW Executive Medical Director/ Chief Clinical Information Officer Wales. It is envisaged that this recruitment will be completed by Autumn 2024 and will enable planning and progress to be made on the next steps of this element of the digital agenda for health and social care.

**Recommendation 15:** Digital Health and Care Wales should engage with its partner organisations to evaluate its existing approaches to collaboration and identify areas for improvement and opportunities to strengthen relationships. In its response to this report, Digital Health and Care Wales should outline how it will undertake this evaluation. It should then provide the Health and Social Care Committee and the Public Accounts and Public Administration Committee with six-monthly updates on how it is collaborating with its partners and what such collaboration has achieved.

**Update:** Please refer to our [May 2024 Board Papers](#) published on the DHCW website which contained a detailed update outlining progress against our [Stakeholder Engagement Strategy](#). We have an established programme of engagement including regular strategic sessions with our key partners to support collaborative delivery of agreed joint plans. This is regularly reviewed with partners and our strategic engagement with NHS Wales partners was recently refined in line with shared feedback and alignment with planning cycles.

The May 2024 stakeholder engagement update shows progress has been made against our Engagement Plan with a real focus on developing our strategic partnerships with NHS Wales partners and key commercial organisations, and empowering and supporting staff across DHCW. There is still much to do in this challenging climate, with relationships and delivery tested across the system. Ensuring we invest in engagement and managing our relationships is essential.

DHCW commissioned an independent organisation to undertake a stakeholder review to include interviews and stakeholder survey feedback across all stakeholder groups, to complement our internal work. This is in the final stages of analysis and will help inform our ongoing approach to stakeholder engagement. We will continue to provide six monthly updates to our Board.

02920 500 500

[igdc.gig.cymru](https://igdc.gig.cymru) | [dhcw.nhs.wales](https://dhcw.nhs.wales)



Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

Tŷ Glan-yr-Afon  
21 Heol Ddwyreiniol Y  
Bont-Faen, Caerdydd  
CF11 9AD

Tŷ Glan-yr-Afon  
21 Cowbridge Road  
East, Cardiff  
CF11 9AD

In conclusion, we have provided regular updates to the Committees since the publication of the report recommendations. Updates on the progress of major programmes delivery, including the NHS Wales App and WCCIS, can be found on the [Programme Delivery Committee website](#) going forward. Updates on People and Organisational and Stakeholder Engagement will continue to be taken to the SHA Board with papers available on the [DHCW website](#). Unless you would like specific bespoke updates, we will assume this is sufficient for future updates against each of the recommendations.

Yours sincerely,

Helen Thomas  
Chief Executive

Simon Jones  
Chair