



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**Ysbyty Athrofaol Cymru**  
**University Hospital of Wales**  
**UHB Headquarters**

Heath Park  
Cardiff, CF14 4XW

Parc Y Mynydd Bychan  
Caerdydd, CF14 4XW

Eich cyf/Your ref:  
Ein cyf/Our ref: LR-jb-08-7012  
Welsh Health Telephone Network:  
Direct Line/Llinell uniongychol: 02920 745681

**Len Richards**  
**Chief Executive**

7 August 2018

Mr Nick Ramsay AM  
Chair  
Public Accounts Committee  
National Assembly for Wales  
Cardiff Bay  
Cardiff  
CF99 1NA

Dear Mr Ramsay

### **Impact Assessment National IT outages January 2018**

At the recent PAC committee I was asked to provide an update on Cardiff and Vale UHB's impact assessment, and why we had not responded to the NWIS emails asking for updates. I have discussed this with my IT department and am now in a position to provide this information.

Communication was highlighted as an area for improvement between NWIS and LHBs and this appears to have been an issue in this case. In following up why Cardiff and Vale did not respond to the requests from NWIS for an update regarding the impact of the outage, further communication issues have come to light.

An email was sent to us from NWIS, however it was not sent through our major incident channels. Unfortunately, the individual who received the email was off sick and so the organisation was unaware of the request.

The mitigation is that the second Assistant Director of Information (ADI) was fully aware of the outage that the issue of outages has been discussed at all ADI meetings since the outage. Our ADIs have worked collectively with other LHB ADIs through the Informatics Management Board (IMB) to inform the wider NHS of the impact. This also informed the update given to the Chairs and Chief Executives meeting by Steve Ham. Whilst no formal response may have been received by Gethin Bateman, the discussion has been very much alive and constructive at IMB. This led to IMB escalating the issue to ADIs and into IPAD.

Regarding the impact of the January outage, Cardiff and Vale UHB was not affected to the same level as other LHBs, as our local Cardiff Clinical Portal was still working, unlike the products aligned to the Welsh Clinical portal. We were therefore able to keep outpatients running and provide our normal CaV portal information. For this reason we did not call a major incident, even though services such as pathology needed to revert to their business continuity processes and significant disruption was experienced.

You may be aware that there was another national data centre failure between 3 and 5 August which affected all of Wales. We have therefore put in place a formal assessment of the regular downtime, the impact of interruptions and the costs incurred by the outages experienced this year.

Yours sincerely



**Len Richards**  
**Chief Executive**