

Health and Social Services Group  
Y Grŵp Iechyd a Gwasanaethau Cymdeithasol  
Prif Swyddog Nyrsio - Cyfarwyddwr Nyrs GIG Cymru  
Chief Nursing Officer - Nurse Director NHS Wales



Llywodraeth Cymru  
Welsh Government

Our ref: MA/VG/5964/19

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

20 December 2019

Dear Mr Ramsay

**PUBLIC ACCOUNTS COMMITTEE REPORT  
PUBLIC ACCOUNTS COMMITTEE HOSPITAL CATERING AND PATIENT  
NUTRITION REPORT  
MARCH 2017**

In March 2017 the Public Accounts Committee published its report '*Hospital Catering and Patient Nutrition*'. The report contained ten recommendations. Eight of these recommendations have previously been completed. Two recommendations were due for completion by November 2019.

The two outstanding recommendations due for completion by November 2019 are:

**Recommendation 3** The Committee recommends that the Welsh Government develops a suite of questions to be included within both the standardised nursing documentation and in future all Wales patient surveys to monitor whether health boards are recording and meeting the cultural, religious and dietary needs of patients.

**Response: Complete**

At the time of the publication of the Public Accounts Committee's report in March 2017 the nursing documentation included assessment questions identifying dietary needs and specifying specific factors including religious and cultural influences. It was agreed to undertake further work on cultural and spiritual issues. A new set of spiritual care competencies have been developed and introduced into the pre-registration nursing curriculum which will enable newly registered nurses to competently assess and address individual's spiritual needs including those related to diet. A new all Wales adult inpatient assessment has been developed and a fundamental question is included

which asks each inpatient: - '***Do you have any special cultural or spiritual beliefs we need to consider?***'

The response to this question leads to the development of a patient specific care plan to address the cultural and religious needs identified by the patient.

**Recommendation 4** The Committee recommends that the Welsh Government provide an update on the key stages for standardising the documentation identified in the Nurse Informaticist work plan and report to the Committee any slippages in the proposed timescale.

**Response: Complete**

In 2016, a high-level project plan that outlined a three year timeline for the digitalisation of nursing documentation related to patient nutrition produced. It was agreed that seven other areas of nursing assessment would be included in the project in addition to nutrition. This plan was based on an Efficiency Through Technology Fund (ETTF) bid that was submitted to the Welsh Government in November 2016. This nursing ETTF bid was initially unsuccessful, however an electronic forms (e-forms) ETTF bid was subsequently approved with nursing documentation being prioritised.

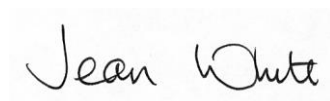
A standardised all Wales nutrition risk assessment has now been developed for use in adult inpatient settings across Wales. The assessment tool is the 'Weight, Appetite, Ability to Eat, Stress Fractures and Pressure Sores/Wounds (WAASP) and has been made available to all NHS health organisations for use from November 2019. The digital version of WAASP has been developed and is available and has been tested by nurses who have suggested new refinements. It has been agreed that these refinements will be developed and the electronic tool will be available for use from February 2020.

The paper version of WAASP is being used from November 2019 until the refinements to the electronic version are completed in February 2020.

The use of WAASP on an all Wales basis will aid in movement of patients across health board boundaries as information will follow the patient. It will also assist when staff move between and across health board boundaries.

Please also see attached Appendix 1 which describes in more detail the work undertaken to develop the electronic record.

Yours sincerely



Professor Jean White  
Chief Nursing Officer  
Nurse Director NHS Wales

## Appendix 1

### Recommendation 4 of Public Accounts Committee recommendations of Hospital Catering and Patient Nutrition report March 2017

#### Details of key stages in the development of all Wales documentation

The “*Digitalisation of Nursing Documents*” is a three year project that has produced the Welsh Nursing Care Record – Hospital (WNCR).

The project commenced in April 2017 with revenue funding totalling £1.18 million over three years. The funding has enabled the appointment of the project team consisting of a small number of project roles at a national level, technical resources (local and national) and seven senior CNIOs working in every health board and Velindre NHS Trust [NB one CNIO is shared between Velindre and Powys].

Table 1 below is the original high-level plan presented in October 2016. The project has delivered on the milestones in the plan.

**Table 1:** High level plan presented in October 2016.

Project task	Timeline		
	Year 1	Year 2	Year 3
Review of documentation			
Develop governance strategies			
Design clinical support system			
Review and test			
End user training			

Once the project team was established, the following objectives were defined:

- To standardise data definitions and information standards to adopt a common language and terminology for nursing documents in scope across secondary care in NHS Wales.
- To standardise and digitalise following key nursing documents:
  - 1) *Adult Inpatient Assessment (AIA) form*
  - 2) *Nutrition core risk assessment*
  - 3) *Falls core risk assessment*
  - 4) *Skin core risk assessment*
  - 5) *Pain core risk assessment*
  - 6) *Continence core risk assessment*
  - 7) *Manual handling core risk assessment*

## 8) Discharge Checklist

- To enable these digitalised nursing documents to be completed across a variety of devices.
- To integrate and store digitalised nursing documents in the national care record document repository for Wales, the Welsh Care Records Service (WCRS), to allow these documents to be viewed in the Welsh Clinical Portal (WCP) application wherever care is provided in secondary care in Wales.
- To implement a sustainable service management model to provide operational support for WNCR when phase one transitions to business as usual.
- To identify the second tranche of nursing documents to be standardised and digitalised as part of a second phase from April '20 (subject to Welsh Government funding).

The project has made significant inroads on the journey towards the digitalisation of nursing documentation delivering:

- A standardised and single Adult Inpatient Assessment (AIA) form for use across secondary care in Wales, transforming from a position of unwarranted variation and unnecessary duplication of data entry to a standard nursing language and equitable approach for patient assessment across NHS Wales.
- A paper version of the AIA form that has been designed and tested, which was well received and has helped identify changes to the digitalised form.
- A set of nationally agreed evidence-based core risk assessments to be standardised and used across NHS Wales. These include:
  - **Nutrition risk assessment:** The Weight Appetite Ability to Eat – Stress Fractures and Pressure Sores/Wounds (WASSP) for secondary care inpatients.
  - **Falls risk assessment:** All Wales Falls and Bone Health Multifactorial Assessment
  - **Skin risk assessment:** All Wales Purpose T Pressure Ulcer Risk Assessment
  - **Continence risk assessment:** All Wales Continence / Toileting Risk Assessment
  - **Manual Handling risk assessment:** All Wales Patient Handling Assessment and Safer Handling Plan
  - **Pain risk assessment:** Pain AD, Abbey Pain Assessment Tool, 0-10 and Categorical Rating Scale

## **Year 1 (April 2017-March 2018)**

**April 2017 – August 2017:** Extensive engagement undertaken across key stakeholders from Health and Social Care, Academia, Royal College of Nursing (RCN), expert groups, a variety of care settings and front-line staff from across NHS Wales. In addition, a baseline assessment of existing nursing practices and documentation was completed including a gap analysis to identify variation across Wales. This intensive engagement culminated with a list of high-level end user requirements to support the design of a nursing solution.

**April 2017– Nov 2017:** Appointing project team and the Clinical Nursing Informatics Officers (CNIOs).

**September 2017:** High-level user requirements signed off and recommendation received from Executive Nurse Directors to proceed with an in-house NHS Wales solution.

**October 2017:** Following the Executive Nurse Directors meeting, project attended and presented an update to the Informatics Planning And Delivery (IPAD) Group.

**Nov 2017:** Developed the project's governance structure and first workshop held to commence the data standardisation workstream.

**January 2018:** Work commenced with clinical expert groups on the evidence-based best practice review of priority risk assessments.

**Feb 2018:** First project board held.

## **Year 2 (April 2018 -March 2019)**

**April - October '18:** In addition to the directive from Executive Directors of Nursing, a further consensus was also required from each of the health boards/trusts informatics/technical leads to determine the most appropriate way forward within the project timescales and revenue funding constraints. Following a review of available in-house NHS Wales solutions, national consensus was reached at the national technical working group to build upon the existing Swansea Bay University Health Board's (SB UHB) nursing documentation application as the national application for Wales. This application was rebranded as the Welsh Nursing Care Record – Hospital (WNCR). This recommendation was endorsed by the project board.

**January '19:** Welsh Nursing Care Record (WNCR) development commenced with the software development team located in SB UHB. The project delivered a standardised Adult Inpatient Assessment form for use across secondary care settings supporting a consistent nursing language and assessment form in Wales.

## **Year 3 (April 2019 – March 2020)**

**July '19:** A late and emerging user requirement was raised to enable agency nurses to use the WNCR. This has proven to be a complex development. Whilst a solution has been developed, it presented an additional development pressure resulting in a

number of trade-offs to ensure that the project remained on track to go live in September '19.

**August '19:** The first iteration of WNCR user acceptance testing started with health boards' CNIOs. User testing highlighted software bugs and a number of design refinements/new requirements. Based on this feedback, it was requested that the WNCR was refined to resolve these. As a result, the project team including the CNIOs, technical and project representatives, collectively agreed that the go live dates should be deferred.

**16<sup>th</sup> September '19:** An exception report was presented to the project board including two options for consideration. *Option A:* Proceed with the September '19 go live date with reduced features and without requested refinements and fixes. *Option B:* Extend the testing phases to allow enhancements and identified fixes to be delivered. Option B was recommended to the project board to defer go lives until changes requested from the first iteration of user testing had been delivered. This recommendation was accepted by the project board.

**26 and 27 September '19:** Two workshops were held with the CNIOs to review requested refinements to WNCR.

**October '19:** The development effort to deliver the minimal viable product was determined. An additional 6 weeks development effort plus 3 weeks systems testing is required before the product can be released for the second round of user testing, meaning that that live use could not start in November '19.

- The “Nationally Standardised Adult Inpatient Assessment and Core Risk Assessments” Welsh Health Circular (WHC), published on 20<sup>th</sup> August '19. This WHC outlined the agreed implementation schedule for these core risk assessments which have been standardised and agreed as national tools because of this project. The nutritional core risk assessment tools are to be implemented by 30<sup>th</sup> November '19 in paper format in readiness for transitioning to the digitalised form in WNCR. All other phase one core risk assessments are requested to be implemented by 1 May 2020.
- The successful appointment of Clinical Nursing Informatics Officers (CNIOs) in all health boards and Velindre NHS Trust by putting clinicians right at the heart of software and standards design.
- A standardised digitalised nursing discharge checklist to facilitate the effective and efficient discharge.
- A collaborative approach to technical design that has included representation from all health boards and Velindre NHS Trust providing advice, leading on the technical design and informing the recommendation to build upon the then ABMU Nursing solution.

- The establishment of a national information standards working group to review and standardise nursing terminology and language across Wales. This has delivered a national methodology to be used for standardising further nursing documentation.
- A new technical solution which allows agency nurses to access WNCR. This includes recording their name, PIN and shift details to support auditing and information governance purposes.
- A nationally agreed design for a technical business continuity solution should the WNCR become unavailable.
- The design, configuration and deployment of the WNCR hosting infrastructure to support the use of phase one documents.
- A partnership with academia through Swansea University's School of Nursing who are leading on the evaluation. This has resulted in the joint development of an evidence-based evaluation methodology.
- A digital vital signs recording e-form prototype based on the National Early Warning Scores (NEWS) form. The project is determining whether digital vital signs needs to meet Medicines and Healthcare products Regulatory Agency (MHRA) medical devices regulations.
- The first iteration of WNCR user acceptance testing completed. Whilst refinements have been identified, it has resulted in generating enthusiasm and excitement amongst the health boards' CNIOs and local nursing colleagues.
- Extensive clinical engagement that has generated eagerness and motivation amongst the nursing community to embark on this digital journey.
- A resource plan to Welsh Government, identifying the necessary funding to progress with phase two documents when ETTF concludes on 31 March 2020. The project has engaged with the nursing community to agree the next suite of nursing documents to be standardised. The information standards work is already underway.

As demonstrated above, firm foundations are in place as well as the mechanisms to implement the WNCR. The project team assessed the feasibility of entering a live use phase with the current version, but it was determined that this would result in a loss of enthusiasm and motivation for WNCR amongst nurses. Consequently, a revised go live plan has been produced which includes software fixes and refinements identified in the first round of user testing:

**Table 1: Revised WNCR go live milestones**

Phase	Date	Duration
<b>Development</b>	14 Oct – 22 Nov '19	6 weeks
<b>Systems testing</b>	25 Nov – 13 Dec '19	3 weeks
<b>User testing: 2<sup>nd</sup> iteration</b>	16 Dec '19 – 17 Jan '20	5 weeks
<b>Ward training</b>	20 – 31 Jan '20	2 weeks
<b>Go live</b>	3 Feb – 20 Mar '20	7 weeks
<b>Evaluation</b>	21 Mar – 17 Apr '20	4 weeks

The “*Digitalisation of Nursing Documents*” is a three year project. The new revised project timescales demonstrate that the project can deliver the All-Wales solution before its Welsh Government ETTF funding concludes on 31 March '20.

During the project, there have also been several key lessons learned. These include:

- Time taken to reach national agreement on a common technical solution. Project commenced in April '17. National agreement achieved on October '18 (18 months).
- Time taken to reach agreement between national multidisciplinary speciality groups on core risk assessments to be adopted nationally and health boards/trust to agree to use. Original deadline was August '18. This was completed in January '19. This delay reduced the available software development time.
- Late and new emerging requirements such as the agency nursing access model and technical business continuity solution meant that there was a need to reduce features to achieve the September '19 go live. However, the recommendation from the CNIOs to defer live use, allows key features to be developed in readiness for the second iteration of user testing planned to start in December '19.