



AGENDA ITEM

4.5

DIGITAL & DATA COMMITTEE

DIGITAL ENGAGEMENT

Date of meeting

22/06/2022

FOI Status

Open/Public

If closed please indicate reason

Not Applicable - Public Report

Prepared by

Stuart Morris, Director of Digital

Presented by

Stuart Morris, Director of Digital

Approving Executive Sponsor

Stuart Morris, Director of Digital

Report purpose

FOR NOTING

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals

Date

Outcome

Digital Delivery Board

24/05/2022

Noted

ACRONYMS

CTMUHB

Cwm Taf Morgannwg University Health Board

SAS

Speciality and Associate Specialists



Purpose of this paper is to update the Committee on the latest Digital Engagement across the Health Board

1. BACKGROUND

- 1.1 A Consultant Away Day was held on Tuesday 10 May 2022 at the All Nations Centre, Cardiff.
- 1.2 A digital session was held with the Speciality and Associate Specialist (SAS) Doctors on Friday 27 May 2022 at the Medical Education Centre, Kier Hardie Health Park, Merthyr Tydfil.
- 1.3 The Consultant session was divided into a series of presentations from the Director of Digital and Chief Clinical Information Officer, the Director of Finance and the Director of Strategy & Transformation and followed by breakout sessions led by each of the Executive Team.
- 1.4 The SAS Doctor session was a series of presentations and an open Q&A session with the Executive Team in attendance.
- 1.5 Each item was delivered as a presentation and a series of questions to capture feedback.
- 1.6 This paper outlines the feedback provided on the day during the presentations.

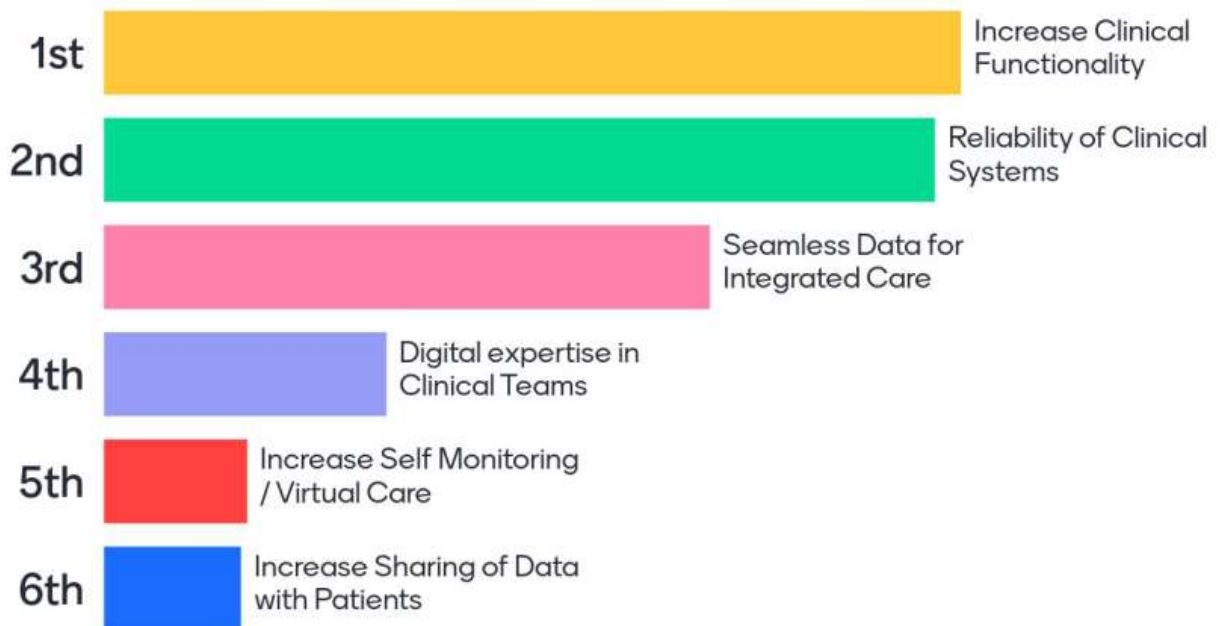
2. ASSESSMENT

- 2.1 The slide presentation is attached at **Appendix 1**.
- 2.2 Live feedback was captured on the day using Mentimeter. This was positively received.
- 2.3 Question 1 – What does digital mean to you?
- 2.4 This question was designed to introduce colleague to Mentimeter and gain insight on what digital means to them. The results are presented as a word cloud.

2.10 This initial feedback is helpful in providing a further focus to the work already being performed by the digital team.

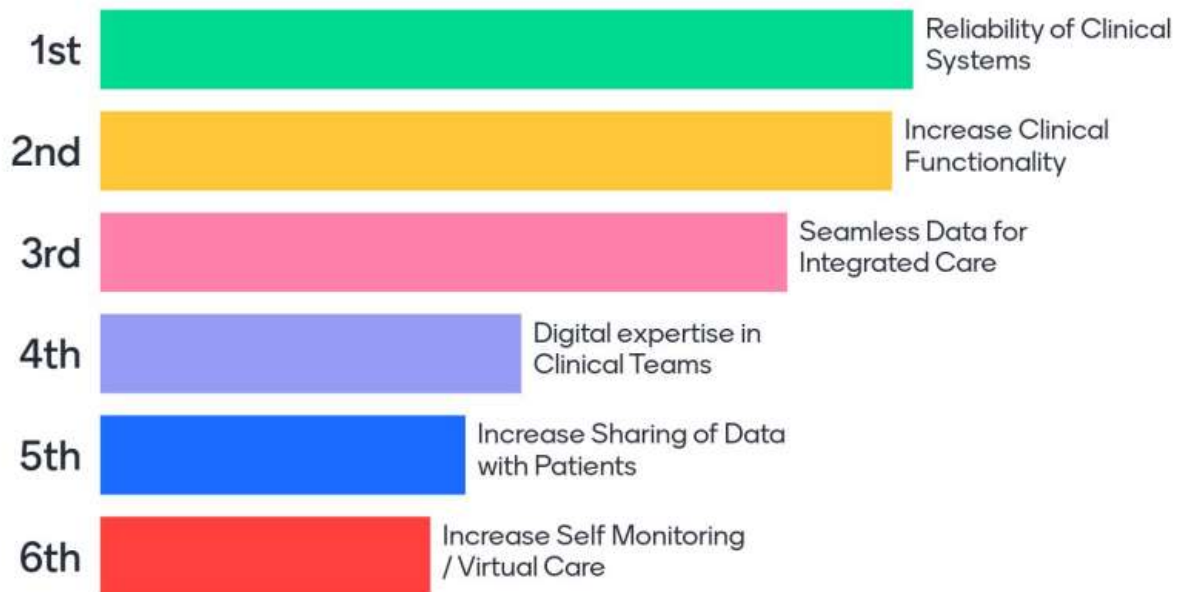
2.11 Question 2 – What is your top priority for digital?

What is your top priority for digital in CTM?



Top Priorities: Consultant Session Output

What is your top priority for digital in CTM?



Top Priorities: SAS Session Output

2.12 Given the responses provided in Question 1, it is not surprising that colleagues want the digital team to focus on improving and increasing functionality in the digital systems used, allied with an improvement in the reliability and resilience of these systems.

2.13 In terms of virtual/remote care and patients sharing, these were the lowest priority areas, which is expected given the need to have confidence in the foundations of digital before moving to more reliance on technology and the way in which data is shared outside of the organisation

2.14 Question 3 – An Open Question allowing colleagues to raise further points regarding digital.

2.15 Over 241 comments were raised regarding digital.

2.16 Comments will have a certain bias depending on those in attendance and the sites which they primarily work on.

2.17 Within these comments the following were the most common themes (not in order)

- Wi-Fi reliability and coverage
- Stability and reliability of the infrastructure (i.e. slow response times when using systems)
- The positive development of the Welsh Clinical Portal
- Introduce Single Sign-On / Minimise passwords
- Cito / Digital Patient Notes Project – is it safe?
- Cito / Digital Patient Notes Project – Training Needs
- Improve the ease of use for digital systems
- Alignment of systems and experience across the Health Board
- Prioritise the digitisation of Pathology
- Support for clinical teams
- Improving our communication and engagement on digital project, programmes and issues

2.18 The above is not an exhaustive list. It does reflect where more than three or four comments have been made about a topic. The digital team will review all comments and shape their plans and priorities considering the feedback provided.

2.19 A snapshot of these sessions is also shared in our latest digital blog, [Get into Digital - May 2022 \(office.com\)](#)

3. KEY RISKS / MATTERS FOR ESCALATION TO BOARD / COMMITTEE

3.1 The Committee are asked to note how the feedback from these sessions will be developed into the future digital delivery plans.



4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	There are no specific quality and safety implications related to the activity outlined in this report.
Related Health and Care standard(s)	Effective Care
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below) EIAs are completed as part of the delivery of digital projects.
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	Yes (Include further detail below) Capital and Revenue will be required to address the issues raised by colleagues
Link to Strategic Goals	Improving Care

5. RECOMMENDATION

- 5.1 The Committee are requested to **NOTE** the contents of this report