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Health Board



<b>Meeting Date</b>	<b>23 February 2021</b>	<b>Agenda Item</b>	<b>4.4</b>
<b>Report Title</b>	Once for Wales SBUHB Implementation Plan		
<b>Report Author</b>	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
<b>Report Sponsor</b>	Pam Wenger, Director of Governance		
<b>Presented by</b>	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to provide the Committee with an update on the Once for Wales Risk Management System		
<b>Key Issues</b>	<p>Key issues to highlight include:</p> <ul style="list-style-type: none"> <li>National Programme Delivery Board was established to deliver a new risk management for NHS Wales with the aim of learning on having commonality within the modules to enable learning at a national level;</li> <li>Implementation of the new Once for Wales Datix system is overseen by the SBUHB O4W Implementation Group/Datix User Group;</li> <li>Civica system will replace the SNAP system, which collects patient experience on 1<sup>st</sup> April 2021.</li> <li>Eight risks associated with the project which are being managed, although three are high risks relating to the functionality of the incident module, staff and the Civica system be ready to go live in April.</li> </ul>		
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li><b>NOTE</b> the contents of the report</li> </ul>		

## Once for Wales Risk Management System Report

### 1. Introduction

All NHS bodies are required to report incidents and complaints and across Wales NHS organisations use RL Datix software system. The system is referred to as a risk management system as it contains a number of modules:

- Incidents;
- Complaints;
- Claims; and
- risk register

A National Programme Delivery Board was established to deliver a new risk management for NHS Wales with the aim of learning on having commonality within the modules to enable learning at a national level. The system is referred to as the Once For Wales System.

A report to the Programme Board in January 2021 is attached as **Appendix 1** which provides information in relation to the present position of the programme in relation to the work undertaken to progress the national system.

### 2. Implementation in SBUHB

Implementation of the new Once for Wales Datix system is overseen by the SBUHB O4W Implementation Group/Datix User Group which meets monthly and comprises of representatives from across SBUHB.

The Group last met on the 13 January 2021 and discussed:

- **Modules ready to go live on 1<sup>st</sup> April 2021**

There are eight modules that are anticipated to be ready for implementation for Phase 1 April 2021 as set out in Table 1.

Table 1

Module	SBUHB Position	
Incidents	The incidents module was due to go live in 2022, however it has been brought forward to April 2021. A report was presented to Quality & Safety Governance Group in January 2021. Due to the scale and complexity of the incident module, and the risk that SBUHB will initially lose functionality within the system a recommendation was made delay going live with the incident module from 1 April 2021.	
Feedback (Complaints)	Planned for 1 April 2021	
Feedback (PALS/Compliments)	Planned for 1 April 2021	

<b>Claims</b>	Planned for 1 April 2021	
<b>Redress</b>	Planned for 1 April 2021	
<b>Mortality</b>	Awaiting formal confirmation from the National O4W team.	
<b>Safeguarding</b>	Awaiting formal confirmation from the National O4W team.	
<b>Inquests</b>	Planned for 1 April 2021	

- **Incident Module functionality**

The incident module functionality is still being developed and on the 1<sup>st</sup> April SBUHB may find that the systems has limited functionality to the current version in terms of how we have developed the system to investigate and manage incidents. The development of this module is being closely monitored in terms of the risk of going live versus the risk of delaying the go live date for this module. Another consideration is the change in structures in the Health Board will require the system codes to be updated to enable accurate reporting. SBUHB will have access to the new system end of Feb/March and the Datix team will work with OFW to include additional functionality to support SBUHB requirements in the 6 months' post implementation.

- **Staff bulletin** – communication with staff has been through monthly newsletters to keep them up to date and also a Frequently Asked Questions (FAQ's) was issued to key staff in January 2021.
- **Training plan** – a plan is in place for the roll out of training in March 2021.
- **Dashboard report** – Service Groups are considering what reports and dashboards are required for reporting and monitoring purposes.
- **Closure of incidents** – 3-month window post 1 April 2021 to close down all incidents and complaints reported prior to the 1<sup>st</sup> April 2021.
- **Deadlines achieved** - the following deadlines have been met in accordance with the project timetable:
  - SBUHB Organisational readiness report submitted by 23 December 2020.
  - User import information – submitted by 12 noon 29 January 2021.
  - Combo linking information – this is already in place within SBUHB and deadline of 29 Jan 2021 achieved.
  - Staff contact information – Electronic Staff Record information sent 5 February 2021
- **Civica system** – will replace the SNAP system which collects the patient experience data. The aim is for Civica to go live in the Health Board on 1<sup>st</sup> April 2021, although this is a challenge for the team.

The next SBUHB O4W Implementation Group/Datix User Group meeting is scheduled for 22 February 2021.

Phase 2 of the project will be delivered by 1 April 2022 and will include a new risk module.

### 3. Project Risks for the Health Board

Currently there are eight risks for the Health Boards associated with this project. A plan is in place to mitigate these risks. The three red risks relate to the potential limited functionality of the incident module, staff issues and potential delay in the Civica system going live on 1<sup>st</sup> April 2021.

Risks & Issues			
Item	Supporting information	Control Measures	Risk Rating
<b>User Import Data</b> The full list of users to migrate to the new system, may not be available until details on the new hierarchical structures for Singleton, NPT, Morriston & MHLDS are known.	A data cleansing exercise has been undertaken to deactivate Datix user accounts that have not been used for 12 month or more, this has assisted the user import process.	Hierarchy List – completed on 23.12.2020. Further work required.  User import (user profiles summary) completed 29.01.2021. Further work required.  Combo-Linking – completed 29.1.2021	12
<b>Covid 19</b> The impact of a second and potential third wave of the Covid 19 pandemic, could affect the successful delivery of the project, e.g. staff absence resulting in staff not attending training, or incidents not being reported correctly.	An intensive training plan for March 2021 has been drafted to provide virtual training to all Datix users. This training will be supported with user guides, SOP's and a helpdesk to respond to queries concerning the new system.	Annual leave plan re leave to be taken during March 2021, to ensure all staff are available to deliver training.  The training plan dates will be circulated broadly via the intranet.	12
<b>O4WCMS Workstream Business Intelligence</b> Risk that SBUHB leads are not involved in work stream decision making, resulting in a new system that does not meet SBUHB requirements.	Weekly meeting set up with the SPOC to provide updates on the OFWCMS activity.	Weekly meetings now being held with the Patient Experience, Risk Management and Legal services team to discuss progress with the complaints, redress modules etc.	12

		Assistant Head of Risk & Assurance re-issued SBUHB's wish list for coding structures to the coding work stream 7/12/20.	
<b><u>SBUHB Loss of Functionality</u></b> If the system development requirements of SBUHB are not included in the configuration of the new RLD Datix infrastructure, this could impact on SBUHB reporting	Assistant Head of Risk & Assurance is attending the coding workstream meetings and feeding in SBUHB requirements  Head of H&S is working with health & safety leads on system requirements.  Concerns Manager is working with complaints leads on complaints	Assistant Head of Risk & Assurance re-issued SBUHB's wish list for coding structures to the coding work stream 7/12/20.  Working with O4W leads to identify functionality requirements.	16
<b><u>Staff Knowledge Management</u></b> Heavy reliance on Risk & Assurance team to lead on delivery of the project and deliver intensive training plan in 2021	The Risk & Assurance team have two in house experts for the Datix system, and there are weekly meetings to track progress and to share information and ideas.  There is a need for the SBUHB lead for each module to be involved in the training plan, including complaints, Civica etc.	The Risk & Assurance team have two in house experts for the Datix system, and there are weekly meetings to track progress and to share information and ideas.  The Risk & Assurance teams work has been prioritised for January, February and March 2021.	16
<b><u>Datix Users Don't Engage in Communications &amp; Training</u></b> An intensive training plan will be in place for March 2021, however staff absence due to winter pressures, Covid 19 and the need to take annual leave could impact on the number of attendees.	The training plan is over a 4-week period in March 2021, and further training will be provided thereafter through scheduled monthly training slots.	The Risk & Assurance team work has been prioritised for Jan, February and March 2021.	12
<b><u>Transfer of Live Cases</u></b> There will be a need to transfer all live cases from Datix across to the new RLDatix cloud system. The national team have advised there will be a 3-6-month window to do this.	The transfer of live cases will require a manual transfer across to the new system, need to ensure there is clarity on how this process will be undertaken.	Awaiting guidance from the O4W team.	12

<p><b><u>New Patient Experience System – Civica</u></b></p> <p>The existing SNAP patient experience system will cease in March 2021, and we need to ensure that SBUHB have adopted the new Civica system and rolled out training by 1 April 2021</p>	<p>Following the demonstration of the new Civica system in October/November 2020, SBUHB have been requested to notify the national team of its intention to accept the new Civica system, to provide the system hierarchy and payment for adopting the system. Awaiting confirmation.</p>	<p>The Civica system hierarchy will need to mirror the RLDatix cloud hierarchy and the full hierarchy list will not be available until the new unit structures are known.</p>	<p><b>16</b></p>
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#### 4. Recommendations

The Quality & Safety Committee are asked to note the contents of the report.

Governance and Assurance		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
The new Once For Wales will enable sharing and learning on a national level to improve quality and safety of our services.		
Financial Implications		
Once For Wales contract now negotiated on an all Wales level.		
Legal Implications (including equality and diversity assessment)		
N/A		
Staffing Implications		
Staff in the Risk Team have had to re prioritise their work to achieve Once For Wales deadlines.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
No implications for the Team to be notified of.		
<b>Report History</b>	<ul style="list-style-type: none"> <li>Reported to the Quality &amp; Safety Governance Group</li> </ul>	
<b>Appendices</b>	<ul style="list-style-type: none"> <li>Appendix 1: Programme Board Readiness report</li> </ul>	