Meeting Date	22 June 2021	Agenda Item	4.4
Report Title	Once for Wales Update Report		
Report Author	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Pam Wenger, Director of Governance		
Presented by	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide the Committee with an update on the Once for Wales Risk Management System		
Key Issues	Key issues to highlight include: • National Programme Delivery Board was established to deliver a new risk management system for NHS Wales with the aim of having the functionality and commonality within the modules to enable learning at a national level; • Implementation of the new Once for Wales Datix system is overseen by the SBUHB Once For Wales Implementation Group/Datix User Group; • Civica system replaced the SNAP system, which collects patient experience, on 1st April 2021. • 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.		

Specific Action Required *(please choose one only)*	Information	Discussion	Assurance	Approval
	☐	☐	☒	☐

Recommendations	Members are asked to: • **NOTE** the contents of the report

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:

- PaLS;
- Incidents;
- Complaints;
- Redress;
- Inquests;
- 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 and has been branded as Datix Cymru.

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 original go live date was planned for 1st April 2021. However, technical issues with the system resulted in the system only being released to Hywel Dda University Health Board and since that time they have been supporting the Once For Wales team and RL Datix in developing the system.

While the system is referred to as Once For Wales, it is technically 13 different systems, although has the same functionality and coding which has been agreed nationally. This has meant that when the systems were released in May 2021 to SBUHB some of the issues experienced by Hywel Dda were present in our system. A piece of work is now being undertaken which includes checking all security groups and access of the users of the system. An update will be provided on progress of this work and consideration will be given as to whether the Health Board is able to go live with all modules on the 1st July or all of the modules with the exception of the incident module. The incident module is considered most at risk in terms of the number of users and also the automated e-mail notifications and the risk of a GDPR incident if the security groups and permissions of the users are not set up appropriately.

- **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 and training has been delivered starting end of 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 July 2021 to close down all incidents and complaints reported prior to the 1st April 2021.

- **Civica system** – has replaced the SNAP system which collects the patient experience data. The Health Board was the first in Wales to go live with the new system and reports for the first quarter of 2021/22 will be reported to the Quality & Safety Committee in quarter 2.

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

Table 1 sets out the risk log. The risks have overall reduced as a result of the work of the completed by the Risk & Assurance team in terms of the training provided and the checking of the system ahead of a go live date.

Table 1

No	Risk	Category	Rating	Action	Risk Owner
1.	**User Import Data** The full list of users to migrate to the new system, may not be available until detailed on the new hierarchical structures for Singleton, NPT & Morriston are known.	Technical	12	Further to the time extension granted for SBUHB to send import data to the National Datix team by 15 December 2020, a further extension has been requested, due the pressure put on the team to respond to the detailed questions required for migration to the new system (29 questions for 2,000 users). Awaiting response from the national team. This risk will be highlighted on the organisational readiness report that will be sent to the national team by 23 December 2020. Hierarchy List – due by 23.12.2020, Combo-Linking – Due by 31.1.2021 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. The SBUHB organisational readiness report was sent to the National O4W team in readiness for the 23 December 2020 deadline. Update:	Patient Experience, Legal and Risk team

No	Risk	Category	Rating	Action	Risk Owner
				The user import data was sent to the O4W national team by the 29 January 2021 deadline. The Handover Pack was received from the OFW team on 7.5.21. The Datix team are now working to update the system access for the 2000+ Datix Users prior to Go Live. However, the system will need to be updated again once live to reflect the new SBUHB structures. Risk reduced from red 20 to amber 12 to reflect the ongoing risk.	
2.	**Covid 19** 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.	Organisation	12	An intensive training plan for March 2021 is being put in place 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. The O4W team have advised SBUHB that they will not receive the new system until the end March 2021, therefore the planned training plan scheduled for March 2021, has been postponed to April and May 2021. Update 8.4.21 – All planned training will go ahead from 12.4.21 until the end of April using the Sandpit (demo) system Update 11.5.21 – Cloud system received 7.5.21 – currently being tested by Datix team. Training videos have been made available for all staff.	Patient Experience, Legal and Risk team
3.	**O4WCMS Workstream Business Intelligence** Risk that SBUHB leads are not involved in work stream decision making, resulting in a new system that does not meet SBUHB requirements.	Organisation	12	An "enhancement" list has been devised which captures all of the additional functionality requests made by HB's, this is held by the O4W team through the Incident Reporting & Management Functionality Work Stream. The enhancement list is with the lncident workstream.	Patient Experience, Legal and Risk team
4.	**SBUHB Loss of Functionality**	Organisation	12	The enhancement list is with the incident workstream to prioritise.	Patient Experience,

No	Risk	Category	Rating	Action	Risk Owner
	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				Legal and Risk team
5.	**Staff Knowledge Management** Heavy reliance on Datix team to lead on delivery of the project and deliver intensive training plan in 2021	Staff	12	The Datix team have two in house experts for the Datix system, and there are weekly meetings to track progress and to share information and ideas. Update: The Datix team have created training videos which are available to all staff. These have been advertised on the Intranet, Bulletin, Datix webpage & the Units notified. OFW have advised that they will provide us with training videos prior to Go Live	Patient Experience, Legal and Risk team
6.	**National Rollout of the RL Datix Cloud System Delayed Resulting in possible phased implementation** If the implementation of the new system is delayed this will impact on how Datix users report incidents, log complaints etc.	Organisation	12	Update 11.5.21 – Cloud system received on 7.5.21 & currently being tested. Go Live date TBC	National Group
7.	**Datix Users Don't Engage in Communications & Training** 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.	Staff	12	Update 11.5.21 – Cloud system received on 7.5.21 & currently being tested. Go Live date TBC and whether all modules will go live at the same time.	Patient Experience, Legal and Risk team

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No	Risk	Category	Rating	Action	Risk Owner
8.	**Transfer of Live Cases** 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.	Technical	12	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. Implementation guidance has been received from the O4W team. Departments will be required to close all cases by end of September 2021.	Patient Experience, Legal and Risk team

3. Recommendations

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

Governance and Assurance		
Link to Enabling Objectives *(please choose)*	**Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities**	
	Partnerships for Improving Health and Wellbeing	☐
	Co-Production and Health Literacy	☐
	Digitally Enabled Health and Wellbeing	☐
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	☒
	Partnerships for Care	☒
	Excellent Staff	☒
	Digitally Enabled Care	☒
	Outstanding Research, Innovation, Education and Learning	☒
Health and Care Standards		
(please choose)	Staying Healthy	☒
	Safe Care	☒
	Effective Care	☒
	Dignified Care	☒
	Timely Care	☒
	Individual Care	☒
	Staff and Resources	☒
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.		
Report History	• Reported to the Quality & Safety Governance Group	
Appendices	• N/A	