	Name of Meeting Quality, Safety and Improvement Committee
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Update on the implementation of the Once for Wales Concerns Management System

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Approval/Scrutiny route:	Quality, Safety and Improvement Committee

Purpose
To provide the Quality, Safety and Improvement Committee with an update on the progress and implementation of the 'Once for Wales Concerns Management System.

Recommendation:

APPROVE	CONSIDER	RECOMMEND	ADOPT	ASSURANCE
☐	☒	☐	☐	☒

Recommendation

The Committee is asked to:

- **Consider** the update contained in this report
- Take **assurance** on the governance and implementation arrangements to date, which includes the successful implementation of phase one.

Introduction

Public Health Wales has commenced implementation of the Once For Wales Concerns Management System (OFWCMS) known as Datix Cloud as part of the all Wales procurement for a centralised system for dealing with concerns. The national approach is being phased during 2022-2023 and the first phase modules have now been successfully implemented.

The project is being led nationally by the NHS Wales Shared Services Partnership (NWSSP) (Datix Cymru central team) who have oversight at an all-Wales level of the implementation of the new system. Internally the Quality, Nursing and AHP's Directorate established a project board with the necessary governance arrangements, with the 'Putting Things Right Team' leading the implementation. Representatives from key areas of Public Health Wales have been engaged with the project team and implementation arrangements and milestones. Where issues have been identified within Public Health Wales during the implementation of phase one, effective escalation and negotiation with the overarching programme Board and the Datix Cymru team has meant that most challenges have been overcome to ensure that Public Health Wales has the most effective system in place to meet our organisational needs, (recognising this is a national system so there are inevitably some areas of compromise).

 The Business Executive Team has been updated on progress.

Current Position

The project group for Public Health Wales provided oversight on the implementation of the project plan. In addition, to identify and manage risks with appropriate escalation both internally and externally to the national Programme Board and ensure successful implementation of the following modules on the Datix Cloud system. As the initial phase has now been successfully implemented the project group has currently been paused.

There are three future modules to be implemented once they have been finalised by NWSSP Datix Cymru, at which point the project group will recommence to continue to oversee the remaining implementation. The remaining modules are outlined in Table 2 below:

Table 1-   Modules successfully implemented

Module Name	Date Implemented
Incidents Module	01/04/2022
Claims Module	01/04/2022
Feedback Module	01/04/2022
Redress Module	01/04/2022

Table 2- Future Modules to be implemented

Module Name	Date Implemented
Risk Module	2023-2024 (TBC)
Safeguarding Module	2023-2024 (TBC)
Patient Safety Solutions Module	2022-2023 (TBC)

Training

Training has been made available to all staff to support them in using the new Datix system. This training has been developed internally by the project team and roll out commenced from March 2022. This training continues to be offered on a monthly basis.

Ongoing Support

In addition to the project group supporting the operational implementation, a monthly Datix working group is led by the 'Putting Things Right Team'. This group consists of super users from across the organisation and provides a mechanism to support users of the system to discuss any updates, address issues that have arisen and any system requests or changes that teams may want to raise regarding the Datix system.

In addition, a monthly 'Risk and Concerns' Newsletter is produced and distributed via the Public Health Wales Staff and Managers email bulletin which provides informative and helpful information for staff regarding the new Datix system and where any changes/updates are provided. The team are available on a needs led basis to provide any additional support.

Future Position

Further key modules in Risk, Patient Safety Solutions (PSS) and Safeguarding are expected and currently remain in development with Datix Cymru. Until the new Risk module is implemented risks continue to be

reported and managed via the Datix web system (using the older version of Datix).

Both the PSS and Safeguarding modules have an All NHS Wales working group assisting with the development of these products to ensure they meet the requirements of all relevant stakeholders before implementation on an all-Wales basis.

The Patient Safety Solutions module is being established to record and monitor Health Board and Trusts compliance with Patient Safety Solutions, which will enable the Delivery Unit on behalf of NHS Wales to have improved oversight and more effective communication between the Delivery unit and NHS organisations in Wales. The module will not replace systems for managing internal compliance with PSS, organisations must maintain their internal processes. The module will be used to send notifications of PSS (i.e. Alerts, however medical device alerts, medication safety alerts, Chief Medical officer (CMO) letters etc are outside of scope for this module). It is anticipated that the PSS module will be implemented before the end of the 2022-2023 financial year as this module is in its final stages of development.

It is anticipated that the remaining Risk and Safeguarding modules will be implemented in the 2023-2024 financial year. No definitive date is currently available as the work on the Risk and Safeguarding modules is ongoing. The implementation is dependent on the progress being made in the development stages of both modules. The modules will not be implemented until they meet the specification required for all end users.

Public Health Wales has representatives on both the Risk and Safeguarding module groups, allowing the organisation to be kept informed of the progress being made in readiness for the full implementation of the remaining modules once the development phase has concluded.

Conclusion

The initial phase of the project to implement the 'Once for Wales Concerns Management System' has been successfully delivered and is now being utilised. We will continue to be fully connected to the national Programme Board and ensure our internal governance and implementation arrangements for phase two and the three remaining modules continue.

Recommendations

The Committee is asked to:

- **Consider** the update contained in this report
- Take **assurance** on the governance and implementation arrangements to date, which includes the successful implementation of phase one.