



AGENDA ITEM

6.1

DIGITAL & DATA COMMITTEE

Patient Centred Contact

Date of meeting	19 December 2022
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FOI Status	Open/Public
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If closed please indicate reason	Not Applicable - Public Report
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Prepared by	Stuart Morris, Director of Digital
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Presented by	Stuart Morris, Director of Digital
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Approving Executive Sponsor	Stuart Morris, Director of Digital
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Report purpose	FOR NOTING
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Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
N/A		

ACRONYMS

UHB – University Health Board



1. SITUATION/BACKGROUND

1.1 The purpose of this report is to update the Committee on the launch of a new programme of work to review all Patient Contact Processes across the Health Board. This programme has been launched under the Unified Change Programme Governance Structure (reference Appendix 1).

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

2.1 The outline scope of the programme is:

- Enhance existing Patient contact processes & services
- Review & where appropriate redesign Patient contact touch points
- Ensure alignment with national plans & strategies (for example the Digital Services for Patients & the Public (DSPP))
- Creating & Protecting Value
- Redesigning & creating new roles to support future ways of working

2.2 The drivers for this programme are:

- Improving Data Quality
- Process Efficiency & Service Sustainability
- Environment Sustainability

2.3 Things to be considered (but not limited to):

- Data Flow Requirements
- Approaches for Remote Patient Monitoring
- Developing the Virtual Ward
- Increasing Physical Hospital Capacity
- Proactive admission avoidance
- Safer early discharge
- Helping our patients to “wait well”
- Example Interface(s)
 - NHS Wales App
 - Digital Health & Care Wales Systems
- Development of Strategic Partners

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

3.1 Nothing to be escalated from this report

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)	Governance, Leadership and Accountability
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) Equality Impact Assessment to be completed as part of each project
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) Resources to deliver
Link to Strategic Goals	Improving Care

5. RECOMMENDATION

5.1 The Committee is asked to **NOTE** the report





GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Appendix 1

CTMUHB Unified Transformation Portfolio

Chair – CEO Paul Mears
Vice Chair - Director of Strategy and Transformation Linda Prosser

Tier 1
Unified Portfolio



Portfolio 1- Creating Health
Chair – Director Public Health
Kelechi Nnoaham
Vice Chair – Director of
Therapies
Lauren Edwards

Portfolio 2 -Improving Care
Chair – Chief Operating Officer
Gethin Hughes
Vice Chair –Medical Director
Dom Hurford

Portfolio 3 - Inspiring People
Chair – Director for People
Hywel Daniel
Vice Chair – Director of
Nursing and Midwifery
Greg Dix

*Portfolio 4 - Value &
Effectiveness*
Chair – Director of Finance
Sally May
Vice Chair – director of
Strategy and
Transformation
Linda Prosser

*Portfolio 5 -Environment
Sustainability*
Chair – Director of Strategy
& Transformation
Linda Prosser
Vice Chair – Director of
Digital
Stuart Morris

Tier 2
Sub-Portfolios

Reducing health inequalities
Equal focus on mental and
physical health
Supporting our communities
Being a healthy organisation

Delivering safe and
compassionate care
Developing new models of care
Digital transformation for patients
and staff
Ensuring timely access to care

Visible and inspiring leadership
Promoting diversity and
inclusion
Embedding our values and
behaviours
Encouraging local employment

Becoming a green organisation
Ensuring our services financial
sustainability
Embedding value based
healthcare
Ensuring our estate is fit for the
future

Tier 3
Programmes and Projects

- VBHC Diabetes Programme
- VBHC Heart Failure Programme
- Stroke Improvement Programme
- Weight Management Service
- CTM Healthy Housing Programme
- Health Promotion and Wellbeing (Internal)
- Social Prescribing Services

- 6 Goals Urgent Emergency Care Programme
- Planned Care Recovery Programme
- Cancer Improvement Programme
- Integrated Community Services and Primary Care Cluster Development
- Maternity IMSOP
- VBHC Lymphoedema, Alcohol Liason Service, Cellulitis

- Wellbeing
- Positive Employee Experience
- Welsh Language
- Inclusive culture
- Culture Change
- Leadership Capacity and Capability
- Workforce Planning
- Workforce Efficiency and Productivity
- Employment Pathways for our population

- Nursing Productivity
- Medical Workforce Productivity
- Low Value Interactions Review
- Meds Management Review
- Estates Rationalisation & Utilisation
- Commercial Contracting & Commissioning
- Patient Contact Modernisation
- Value Based Healthcare Programme

- People
- Travel & Transport
- Utilities
- Buildings and Land
- Waste
- Sustaining our Future Care Services