

Freedom of Information Request: Our Reference CTMUHB_88_22

You asked:

Under the Freedom of Information Act 2000 I wish to make the following enquiries about The Datix CloudIQ system which has been implemented across Wales within your NHS organizations.

<https://nwssp.nhs.wales/all-wales-programmes/once-for-wales-concerns-management-system/cloud-based-platform/>

My questions are below

General overview of The Datix CloudIQ management and administration

1. What is the name of the team that oversees the administration and management of The Datix CloudIQ in your organization?

To clarify you refer to Datix CloudIQ within your questions, but in fact in NHS Wales, the system is called Datix Cymru.

The team that undertakes the administration and management of Datix / DatixCymru with Cwm Taf Morgannwg University Health Board (CTMUHB) is referred to as the RLDatix Management Team.

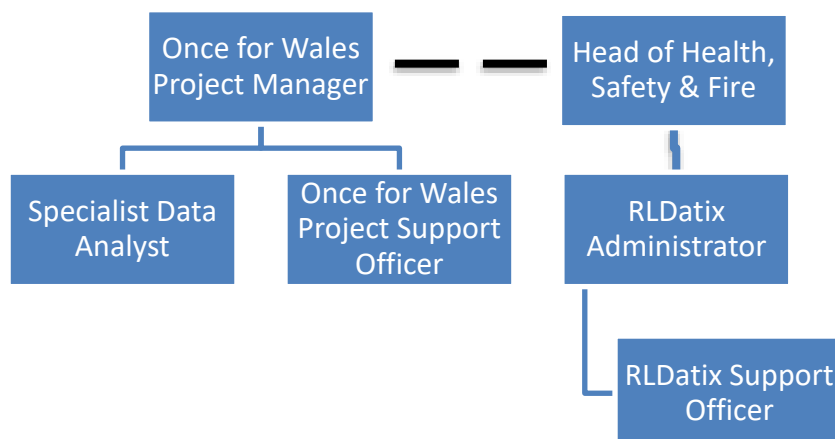
2. For staff involved with the management and running of The Datix CloudIQ please provide a table showing staff titles, pay grade banding and hours worked with a summary of what the roles are, eg Head of Risk Management, Pay Grade Banding 8b, full time 35 hours a week, description.

The following staff are involved in the management and running of the Datix / DatixCymru systems within CTMUHB.

- Head of Health, Safety & Fire (8c)
- RLDatix Administrator (5) Full time
- RLDatix Support Officer (4) Full Time
- Once for Wales Project Manager (8a)
- Once for Wales Project Support Officer (4)

For those not identified as full time, is difficult to breakdown the percentage of time allocated to implementation of DatixCymru and day to day management of the systems.

3. Please provide an organizational structure showing those roles and management responsibilities.



4. Has your organization recruited additional staff members to support The Datix CloudIQ or does it have plans to? Please provide details on what roles and pay grade banding if the answer is yes.

Cwm Taf Morgannwg University Health Board recruited on fixed term basis a Once for Wales Project Manager (8a) in June 2020 and a Project Support Officer (4) in March 2021 to support implementation of the DatixCymru within the Organisation.

5. In the 6 months prior to your organization introducing The Datix CloudIQ what percentage (%) of each staff members time was spent on preparation for the introduction of The Datix CloudIQ and what percentage was spent undertaking they're usual working responsibilities.

It is difficult to breakdown the percentage of time allocated to implementation of DatixCymru and day to management of the systems. However, in preparation for the implementation of DatixCymru, the activities undertaken within the Health Board include:

- Location & Services Planning
- User Preparation
- System review and testing
- Training for users

Training for The Datix CloudIQ

6. Please provide a summary of how your organization approached training requirements to train staff for using The Datix CloudIQ.

Within CTMUHB, prior to the allocation of user permissions, training is provided to the individual concerned. Training is being provided via a number of mechanisms including short video guides, user guides / aide memoires and face to face (teams) sessions.

7. What provisions for training your organization's staff were made available by The Once for Wales Concerns Management System Programme?

Some training sessions were provided by the Once for Wales National Team to the Health Board's Datix Management Team into relation to the implementation of DatixCymru.

8. Were any additional staff outside of the Datix management team listed in question 1 utilized to support training for The Datix Cloud IQ, e.g. Digital Learning teams, additional administration staff, utilization of clinical staff unable to undertake usual patient facing care and requiring non permanent redeployment. Please record this in a table with pay grades and hours worked in the same format as the answer to question 2.

There were no additional staff outside of the Datix Management Team utilised to support training for the implementation of the Once for Wales system.

9. On which date did your organization introduce The Datix CloudIQ?

The CTMUHB system including the feedback, Claims and Redress functionalities was released to the Organisation on the 10.05.21, with the handover of the Incident Functionality taking place on the 02.08.21. Further to this the Learning from Mortality functionality was released on the 01.10.21.

Listed below is the schedule of the implementation dates of the above functionalities within CTMUHB.

Functionality	Implementation Date
Claims	07.06.21
Redress	07.06.21
Feedback	05.07.21
Inquests	01.04.22
Incident Management	01.04.22
Mortality Review	01.04.22

Further functionalities within DatixCymru are currently in development and there is no confirmed implementation dates within CTMUHB at the current time.

User access for The Datix CloudIQ accounts

10. How many staff members in your organization have an account for The Datix CloudIQ?

All staff members with a NADEX account are able to access to the DatixCymru system. User permissions are then set based on the level of access that is required.

11. Please provide this figure as a percentage (%) of staff employed by the organization as a whole, e.g, if 100 staff members have Datix accounts and there are 1000 staff employed in the organization that will be 10%.of staff with accounts to access The Datix CloudIQ?

All staff with a NADEX account are able to access the DatixCymru system.

12. Please provide a summary of your process for new staff members who require an account for The Datix CloudIQ.

There is a local process ensuring that a staff member is included in the active directory group. The system automatically creates an account within DatixCymru for a new user. The Datix Management Team will then adjust account settings as required to allow advanced user permissions. The Health Board has an embedded process for the allocation of user permissions which requires a user request form to be completed, that identifies the rationale for the access required and is signed off by the responsible manager for the area.

13. Please provide a summary of your process for closing accounts on The Datix CloudIQ of staff members who are no longer employed by your organization or who have changed jobs and no longer require access.

There is a local process ensuring that a staff member is included in the active directory group. A user is unable to login to the system once the NADEX has been closed by an Organisation's ICT team. The Datix Management Team can also adjust account settings with a closed date, which also restricts permissions within the software itself. The Health Board has an established process where a notification of all leavers is sent to the Datix Management Team, who then ensure all necessary action is taken to close the account.

Information Governance for The Datix CloudIQ accounts

14. Have processes for account management and access to confidential information on The Datix CloudIQ been approved by your organization's Information Governance department in line with NHS Wales Information Governance Policy?

The arrangements for Information Governance have been reviewed by the national lead group for this topic.

15. What restrictions are in place to stop a staff member with an account on The Datix CloudIQ looking for private information on other staff members, politicians, celebrities and partners etc?

Control of access to the system is coordinated through a user's NADEX account. Permissions to access specific categories of records within the system are based on an individual's management responsibilities and are controlled by the profile to which the account is allocated.

16. When did your organization last audit Datix or The Datix CloudIQ to review if confidential information was being reviewed appropriately?

The Datix Management Team regularly review the audit trail within the system and escalate any concerns.

17. Does your organization have an upcoming audit scheduled of the use of Datix or The Datix Cloud IQ to ascertain if confidential information is being reviewed appropriately?

The Datix Management Team regularly review the audit trail within the system and escalate any concerns.

The Health Board is currently developing an audit programme covering a range of elements linked to the management of DatixCymru. This programme will be implemented in the latter part of 2022 as transition to the DatixCymru remains ongoing at the current time.

18. Have any incidents been reported on Datix or The Datix CloudIQ relating to unlawful or unauthorised use of Datix or The Datix CloudIQ to access patient or staff information from January 2017 to December 2021? Please present information by calendar year, number of incidents and a brief description of the incidents and outcomes.

Due to the way described above, the permissions allocated within the system reduce any risks of individuals accessing information they would not already hold.

Therefore to date, no incidents have been reported relating to the unlawful or unauthorised use of Datix or DatixCymru to access patient or staff information from January 2017 to December 2021.

19. Have any incidents been reported on Datix or The Datix CloudIQ relating to unlawful or unauthorised use of any other patient or staff information systems from January 2017 to December 2021? Please present information by calendar year, number of incidents and a brief description of the incidents and outcomes.

Between the 01.01.2017 and 31.12.21, 153 incidents were reported under the category of 'Inappropriate use of trust [Health Board] system'.

Year	Number Reported
2017	19
2018	64
2019	53
2020	6
2021	14

General information on incidents and concerns

20. How many incidents were reported by your organization year by year from 2017 to 2021 (a five year period) and recorded on Datix/The Datix CloudIQ?

Between the 01.01.17 and 31.12.21 a total of 93,407 incidents were reported via the Health Board's Datix System.

Year	Number Reported
2017	12,134
2018	12,680
2019	20,494
2020	22,616
2021	25,483

It should be noted that the increase in incidents reported is attributable to the Organisational Boundary change that occurred on the 01.04.2019.

21. How many concerns were received by your organization year by year from 2017 to 2021 (a five year period) and recorded on Datix/The Datix CloudIQ?

Between the 01.01.17 and 31.12.21 a total of 4,697 formal complaints were recorded on the Health Board's Datix System.

Year	Number Received
2017	251
2018	367
2019	1,200
2020	1,355
2021	1,524

It should be noted that the increase in complaints received is partially attributable to the Organisational Boundary change that occurred on the 01.04.2019 and further refinement in relation to the coding of formal complaints.

22. How many claims were made against your organization year by year from 2017 to 2021 (a five year period).and recorded on Datix/The Datix CloudIQ?

Between the 01.01.17 and 31.12.21 a total of 544 claims were recorded on the Health Board's Datix system.

Year	Number Received
2017	130
2018	74
2019	100
2020	100
2021	140

Overall impression of The Datix CloudIQ

23. Would your organization recommend the implementation of The Datix CloudIQ to other health organisations?

This question requires the responder to provide opinion, which is not in line with the Freedom of Information Request process.