

Freedom of Information Request: Our Reference CTMUHB_25_23

You asked:

Under the Freedom of Information Act 2000, I would like to request the following information.

1. Name of your current legal case management software, if any.
2. Date the current legal case management software contract expires
3. The length of this contract for your legal case management
4. Monthly charge for your existing legal case management software
5. The number of users using the legal case management software
6. Please provide the name and contact email of the person/sponsor responsible for the Legal case management software for your organisation
7. Name and contact details for the Head of Legal within your organisation

Our response:

Cwm Taf Morgannwg University Health Board does not utilise a dedicated legal case management software system. However, the Health Board is part of the Once for Wales Concerns Management System Programme across NHS Wales and utilises the Datix DCIQ Platform to maintain local records of legal matters.

The Programme is managed centrally by [NHS Wales Shared Services Partnership](#) (NWSSP) and they have advised us that the current contract expires on 30th November 2024, although there is the provision to roll-over the existing contract for up to four years from that date. All Health Board staff and commissioned primary care contractors have access to the Datix DCIQ platform, as users with varying levels of access permissions according to an individual's role.

It is a national procurement, which the Health Board pays a proportion of the cost. For information relating to cost or if any further information is required, please contact NWSSP directly at the following address: shared.services@wales.nhs.uk

Stephanie Muir is the Assistant Director of Concerns & Claims for Cwm Taf Morgannwg University Health Board. Tel 01443 744800.

Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of [Article 6\(1\)](#), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individual captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.