



Tŷ Glan-yr-Afon
21 Heol Ddwyreiniol Y
Bont-Faen, Caerdydd
CF11 9AD

Tŷ Glan-yr-Afon
21 Cowbridge Road
East, Cardiff
CF11 9AD

14 February 2024

Russell George MS
Chair
Health & Social Care Committee

Mark Isherwood MS
Chair
Public Accounts and Public Assurance Committee

Dear Russell and Mark,

DHCW Follow-up Response to the Welsh Parliament Health and Social Care Committee and Public Accounts and Public Administration Committee Scrutiny of Digital Health and Care Wales Report

DHCW provided their response to the Public Accounts and Public Administration Committee and the Health and Social Care Committee joint report on 16th August 2023. The report contained 16 recommendations, all of which were responded to.

Of the 16 recommendations, 3 required a further update by the end of 2023 which we were pleased to provide on 19 December 2023.

A further 3 recommendations required an update by the end of February 2024. These recommendations and our updated responses are detailed below:

Recommendation 3: The Welsh Government and Digital Health and Care Wales should provide the Health and Social Care Committee and the Public Accounts and Public Administration Committee with six-monthly updates on progress on the delivery of the Welsh Community Care Information System. The updates should include information about expenditure to date, planned expenditure, uptake of WCCIS among health boards and local authorities, engagement or consultation undertaken with relevant partners. The first update should be provided in the responses to this report.

DHCW Response to Recommendation 3: Please refer to our [Programme Delivery Committee Papers](#) published on the DHCW Internet Site. The papers contain an update on the delivery of the Welsh Community Care Information System.



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Recommendation 10: Digital Health and Care Wales should provide further evidence about the human resource systems and capacity available to facilitate the recruitment and retention of specialist skills. This should include information identifying where the key gaps and vacancies are, how actions to address the gaps are being prioritised, and what steps are being taken to mitigate the risks to delivery arising from the vacancies. Following the provision of this information in its response to this report, DHCW should provide the Health and Social Care Committee and the Public Accounts and Public Administration Committee with six-monthly progress updates.

DHCW Response to Recommendation 10: A Strategic Resourcing Group, established in 2022, chaired by the Director of People and Organisational Development continues to meet to ensure skills gaps are recognised and addressed to mitigate the risks arising from vacancies. Please refer to the [DHCW January 2024 Board Papers](#) and [February 2024 Audit and Assurance Committee Papers](#) and for updates on Strategic Workforce Planning.

Recommendation 15: Digital Health and Care Wales should engage with its partner organisations to evaluate its existing approaches to collaboration and identify areas for improvement and opportunities to strengthen relationships. In its response to this report, Digital Health and Care Wales should outline how it will undertake this evaluation. It should then provide the Health and Social Care Committee and the Public Accounts and Public Administration Committee with six-monthly updates on how it is collaborating with its partners and what such collaboration has achieved.

DHCW Response to Recommendation 15: We previously referred you to our [September 2023 Board Papers](#) published on the DHCW Internet Site which contained a detailed update outlining progress against our [Stakeholder Engagement Plan](#). We have an established programme of engagement including regular strategic sessions with our key partners to support collaborative delivery of agreed joint plans. This includes NHS Wales partners, commercial partners and national bodies and organisations. As part of this programme of work and also through our wider listening and learning approach, we have strong feedback mechanisms, including partnership workshops, focus sessions, and discovery projects. We are enhancing this with an independently delivered stakeholder survey. DHCW has recently been out to tender for this work but we were unable to appoint a supplier. We are working through delivery options for an independent survey, whilst continuing our internal work on reflective workshops and feedback sessions. We will continue to provide six monthly updates to our Board, the next is scheduled to go to our SHA Board public meeting on the 28 March 2024.

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Yours sincerely,

A handwritten signature in black ink, appearing to read 'Helen Thomas'.

Helen Thomas
Chief Executive

A handwritten signature in black ink, appearing to read 'Simon Jones'.

Simon Jones
Chair