

Council of Governors

Item 11.3

Subject: Digital Excellence
Date of Meeting: Tuesday 3rd December 2024
Paper Prepared by: Ian Gilbertson – Deputy CDIO
Presented by: Sarah Barr, Chief Digital Information Officer

BAF Reference	Impact on BAF
BAF 11	The paper provides assurance in respect of Digital transformation and operational IT delivery.

Level of assurance (please tick one) <i>To be used when the content of the report provides evidence of assurance</i>				
<input checked="" type="checkbox"/>	Acceptable assurance Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	Partial assurance Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/> Low assurance Evidence indicates poor effectiveness of controls

1. Executive Summary

The purpose of this report is to provide the Council of Governors with an update on progress against the Digital Excellence Strategy and Operational Performance:

Key headlines include:

- Continued progress with Digital Excellence strategy delivery
- Continued progress with clinical and nursing developments
- Update on key risks

The Council of Governors is asked to receive and note progress to date.

2.0 National and Regional Updates

2.1 Digital Maturity Assessment 2024

The team has continued to work the national Digital Maturity Assessment (DMA). A further validation exercise took place in collaboration with NHS England using the national Digital Capability Framework. This was

introduced following some discrepancies between providers and their interpretation of certain questions within the original DMA questionnaire.

This has now been completed and submitted in September. A recent national insights workshop was held in mid November. Work is ongoing nationally and data on providers is expected to be released in January 2025. Year 3 of the DMA is expected to start in April 2025.

2.2 Health Service Journal (HSJ) Shortlist

LHCH have been shortlisted in the Health Service Journal Awards in the Patient Safety Category. This is for the successful deployment and impact of Closed Loop Medication across the wards, which has been a huge collaborative effort between Digital, Nursing and Pharmacy. The awards are planned for 21st November 2024.

2.2.1 HSJ Application

Altera have submitted a joint application with the Trust within the HSJ Partnership Award: Best Technology Partnership of the Year category. This is in line with the developments the Trust have made with Altera over the years and more recently achieving HIMSS Level 7. The application was submitted in October 2024.

3. Digital Excellence Strategy Progress

3.1 Digital Excellence Finances

Overall, the Programme remains in budget as of 24/25.. The investment plan is now in its fifth and final year.

3.2 Back to Basics Workstream

New Firewalls and Health and Social Care Network (HSCN): The Team have been working on an implementation programme for new firewalls and Health and Social Care Network (HSCN), this will replace some aging hardware and will support resilience. The final firewall migration will include the web filter and proxy, which will be completed by end of October.

Device Refresh: A revised plan for the Device Refresh programme is nearing completion, with a focus on replacing those Devices that will not be Windows 11 compatible, as all Windows 10 devices will become out of support in 2025.

Data Storage and back up: Given current issues with data storage and backups, a range of options are being developed to mitigate the risks, which is likely to require a Business Case and subsequent investment. The storage levels are being reviewed daily and there is a high risk relating to the backup of ISCV data which requires continued stabilisation and requires resolution which is being prioritised.

Telephony: A Business Case has been established to support the upgrade of the telephony system.

Risk Management: The Digital Excellence Committee manages all digital risks.

3.3 Clinical and Nursing Digital Developments

There has been a delay to the go-live of the Anaesthetic Profusion and Critical Care solution, due to issues with kit provided by the supplier. Following extensive testing, the supplier has committed to reverting the kit back to a previous model which has been proven to work in other organisations. The project team are now working through deployment and testing plans.

The Patient Safety Incident relating to recipients not receiving their letters from the Trust has been closed with some key learning identified, which will be monitored and tracked via Digital Excellence Committee.

The Onbase EDMS upgrade was completed successfully in September and has resolved all performance issues when accessing the system through EPR. The feedback from clinical teams has been positive and there are few, low impact snags which the team are working through.

The urgent referrals application was brought back online in August following remediation work to improve the resilience of the system. A wider review of referrals across the organisation is underway, with the aim to consolidate and digitise the process for all incoming referrals.

3.4 Digital Safety Programmes

Regarding closed loop blood Transfusion, the application has now had clinical sign off and final training is underway within the digital team. Kiosks upgrade and the Blood 360 Bedside App deployment is scheduled for go live in the new year working closely with the EPR provider. The solution will be piloted in critical care and supported by a floorwalking team.

3.5 Data, Analytics and Coding

Analytics team have delivered a series of dashboards which are live or nearing go-live including: Therapies Dashboard, Weekly Performance OWL updates, Deaths on WL Dashboard updates and End of Life Dashboard.

Over the course of September Data and Analytics have delivered TLHC Scan Reporting Tool, QIA Development and SHM reporting updates (item remains open to work with stakeholders around accuracy of reporting relating to frontend user processing.)

The Data Engineering team are progressing improvements to the financial reporting of radiology activity, phase 1 of which is planned to go live on November. Updates to the acute Faster Data Flows return are in place and good progress has been made on the Community Faster Data Flows data set, due to go live in November. Scoping of the ePMA data set is also underway; the planned go live date for that is in January 25. Additionally, the team continues to provide significant levels of support for the Analytics team priorities.

The Outpatient Procedure project has moved to a review and monitor phase which is to continue post Q3 2024/25. FPG approved recommendations presented following a Q 1 review providing assurance of coding and capture changes. A DQ Dashboard is to be prioritised as well as monitoring governance to flow through DQ and Audit Committee, Financial impact assessment once ERF is released and a repeat review post Q3.

Early engagement has commenced working with the Integrated Care Board (ICB) and the national team for the Federated data Platform programme.

3.6 Information Governance and Health Records

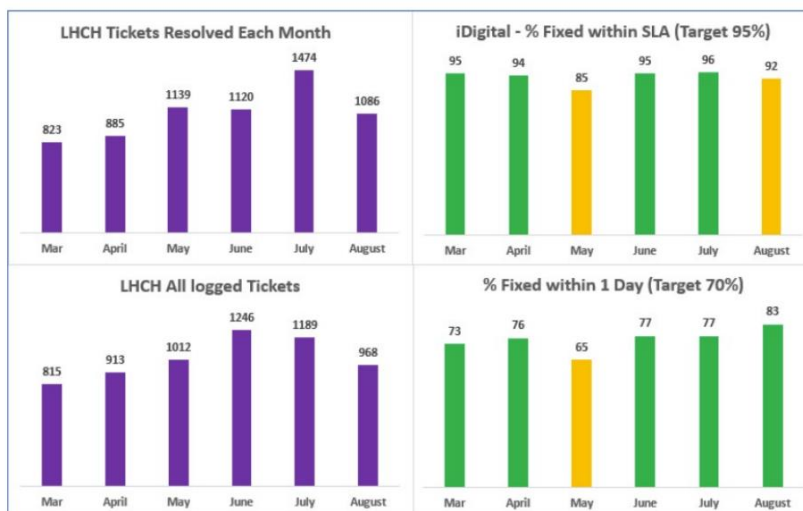
On an annual basis, the Trust reports the total number of incidents reported to the ICO as part of assurances for the Data Security and Protection Toolkit (DSPT). There have been 0 incidents reported to the ICO during 2024/25. The Trust did report the urgent referrals Cyber incident via the DSPT reporting tool in August 2024 as part of the agreed action and response plan, however as the incident did not meet the threshold for personal data breach reporting, it was not notified directly.

Strong performance remains on Freedom of Information compliance and Subject Access Reviews

4.0 Operational Performance and Technical Updates

Overall performance in IT Operations remains steady and detail can be found below:

- 92% of tickets resolved within SLA.
- 83% of tickets were resolved within 1 day.
- Service Desk resolved 41% of tickets of potential calls that they are able to resolve.
- 67 tickets were logged via Live Chat
- 533 tickets were logged via the Self Service Portal



5.0 Summary and Recommendations

Since the previous reporting period, digital developments and services continue.

The Council of Governors is asked to receive and note progress to date.