



**PWYLLGOR DIGIDOL, DATA AC ARLOESI
DIGITAL, DATA AND INNOVATION COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	22 July 2025
TEITL YR ADRODDIAD: TITLE OF REPORT:	Digital Inclusion
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Executive Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Anthony Tracey, Digital Director Carolyn Williams, Head of Digital Innovation & Transformation

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Trafodaeth/For Discussion

**ADRODDIAD SCAA
SBAR REPORT**

Sefyllfa / Situation

This report provides an update on the Digital Inclusion Programme, highlighting progress to date and ongoing efforts to support digital projects. The Digital Inclusion Support Service plays a vital role in preparing the workforce for digital transformation across Hywel Dda University Health Board (HDdUHB) as new systems such as ePMA, e-Flow, and e-Obs are introduced where emphasis is placed on the staff's need for basic and essential digital skills and confidence to use digital effectively. Without this readiness, the full benefits of these systems — such as improved patient care, streamlined workflows, and better data — cannot be realised.

The Digital Inclusion Service addresses this by offering:

- A referral process to help individuals access tailored digital support
- Resources for self-directed learning to empower staff in building digital skills
- Digital skills assessments to identify individual and team needs
- Tailored training and one-to-one support to build confidence
- Ongoing guidance to support digital adoption

This support is essential to ensure that all staff can engage with digital systems confidently and consistently, enabling the Health Board to meet its strategic goals.

Cefndir / Background

HDdUHB's Digital Inclusion Programme supports a coordinated approach to digital inclusion across the organisation and its partners. It aligns with the Health Board's digital response and focuses on:

- Embedding digital inclusion in daily workforce activities
- Supporting new digital programmes and population health initiatives
- Empowering patients through digital engagement
- Developing community-based digital support opportunities

- Improving digital literacy and digital health literacy to maximise technology benefits and support health and wellbeing

Launched in May 2023, the Digital Inclusion Support Service plays a key role in preparing the workforce for digital transformation. Digital inclusion ensures everyone can access and benefit from digital tools, helping to reduce inequalities and support safe, effective, person-centred care.

The service is delivered by a dedicated team working closely with internal departments and external partners, including Digital Communities Wales. Their collaborative approach ensures digital inclusion is embedded across the organisation and wider community.

To further support and strengthen the foundation of the service and improve digital capability, the programme has now introduced a Digital Readiness approach and a Digital Skills and Confidence Development Pathway, aligned with national frameworks, to promote continuous digital development across all levels

The Digital Skills and Confidence Development Pathway provides the support required to build capability at all levels and support continuous digital learning. The Team Digital Skills and Confidence Readiness Framework supports leaders to guide their teams through the digital changes ahead.

Asesiad / Assessment

Progress made towards meeting the Health Board's planning objective and the eight identified pillars within the Digital Inclusion Programme are outlined below. The Digital Inclusion Support Service provides targeted, personalised support to staff identified as digitally excluded or lacking confidence. This ensures equitable access to development opportunities and helps close capability gaps across the workforce.

Pillar 1 – Recognise Digital Access and Skills as a Social Determinant of Health

- The Digital Inclusion Manager provides regular updates at the Professional Nursing Forum, engaging Ward Managers across all sites to raise awareness, share resources, and address digital barriers and offer a point of contact and link to the larger digital innovation and transformation team.
- Welsh Government has confirmed and allocated funding, in partnership with the University of Wales Trinity Saint David (UWTSD), to develop the Digital Divide research project for the region. This initiative aims to provide a deeper understanding of community needs and is scheduled to commence on 1st August 2025.

Pillar 2 – Co-Design Digital Health Services

- The Digital Inclusion team supports the co-design of digital health services across HDdUHB, working with digital project teams to embed digital inclusion from the start.
- The Digital Inclusion Manager represents HDdUHB on the Digital Health and Care Wales (DHCW) NHS Wales App Patient and Public Assurance Group.
- The team collaborates with stakeholders such as Royal National Institute of the Blind (RNIB) to ensure usability and accessibility of new systems and strive to ensure that digital inclusion is considered in all engagement and development activities.
- The Regional Digital Inclusion Steering Group, developed to bring stakeholders and key partners together across the region, continues to grow in strength and influence, with new stakeholders joining and identifying funding opportunities for community-based digital inclusion projects and accessing information from our health service that contributes and supports patient engagement and community engagement.

Pillar 3 – Improve Digital Health Literacy in the Population

- Collaboration with Ceredigion County Council's Independent Living Hub is progressing well with positive steps. Joint efforts are focused on enhancing digital skills and confidence among service users.
- Through ongoing engagement, a new Digital Inclusion Alliance Group has been developed in partnership with Ceredigion County Council, bringing together key stakeholders and providers to explore support needs and develop digital inclusion opportunities across the county.

Pillar 4 – Develop 'Digital Health Hubs' to Improve Inclusion

- The Digital Inclusion team has been asked to offer advice and guidance on incorporating digital inclusion activity into the development of an Independent Living Centre with Pembrokeshire County Council.
- Digital Inclusion input will help ensure the hub provides appropriate access, support, and opportunities for individuals to build digital skills and confidence.
- This collaboration aims to create a space that supports inclusive digital engagement and meets the needs of the local population.

Pillar 5 – Build Trust and Relationships with Poorly Served Groups

- A strong partnership with the Royal National Institute of the Blind (RNIB) is helping improve accessibility for people with sight loss, particularly in projects like Hybrid Print and Post.
- The team is supporting departments and teams working with patients to help identify and signpost individuals who may benefit from digital support.
- Patients are directed to local community-based opportunities that can help them build digital skills and confidence.
- Collaboration with the Benefits Realisation Manager is ensuring that communication and change management strategies are embedded into digital project rollouts.

Pillar 6 – Harness the Benefits of Digital for Health and Wellbeing

- Digital projects are regularly shared at Regional Steering Group meetings, encouraging stakeholder engagement and wider dissemination.
- Positive feedback from staff highlights the impact of digital inclusion support:

"Just wanted to feedback how helpful and insightful I have found previous sessions and that I will be sharing some of the resources I have learnt about at my next team meeting..."

"Your support was invaluable... the wider issues we had are beyond your team's support."

"Presented in a really friendly way using easy to understand language so I didn't get left behind!"

"Following assessment, I realised my skills were better than I had realised, and confidence was more of the issue."

"We now have a more efficient way of working within the team."

Pillar 7 – Improve digital skills in the health and care workforce

Digital Inclusion Champions Network

- The network continues to grow, with Champions playing a vital role in supporting peers, promoting digital change, and embedding inclusion into everyday practice. Efforts are underway to expand the network — particularly in clinical areas — to strengthen sustainability and address barriers to engagement.

- Understanding and addressing barriers to engagement will remain a key priority to ensure long-term sustainability.

Building Digital Readiness and Capability

- Engaging departments to identify Digital Inclusion Champions who support digital adoption and peer learning.
- Piloting the Digital Readiness Manager's Toolkit to help teams assess preparedness and access targeted support.
- Developed the Digital Skills and Confidence Development Pathway, offering a structured, inclusive framework aligned with national standards.

Key focus areas of the pathway include:

- Core digital competency domains (e.g., communication, collaboration, problem solving) Skill levels from beginner to expert to support personalised development
- Assessment tools such as internal audits, Health Education and Improvement Wales (HEIW) self-evaluation, and a management checklist
- Learning resources including internal training, self-learning, and digital induction for new starters
- Working to embed digital capability into the Performance Appraisal and Development Review (PADR) process as a formal objective (awaiting confirmation).

Pillar 8 – Embed Digital Inclusion in Health, Care, and Wellbeing Strategies

- Significant progress has already been made in engaging pilot areas, and priority teams with the rollout of e-Obs and Patient Flow across the Health Board through the Digital Readiness approach.
- A pilot of the Digital Readiness Manager's Toolkit has already been launched, enabling team leaders to assess digital preparedness, identify gaps, and access targeted support from the Digital Inclusion team.
- The Digital Readiness Checklist continues to support a management-led approach to embedding digital capability within teams.
- The Digital Inclusion Manager is working with the Head of Digital Business and Engagement to include a Digital Capability and Confidence section within the PADR process. This is currently under review, with confirmation awaited on embedding it as a formal objective.
- The Digital Inclusion Manager and Head of Digital Business and Engagement continue to work closely with Learning and Development to explore opportunities of developing further digital skills development training opportunities within the health board's learning and development catalogue.
- Work continues to raise awareness of digital accessibility, including device functionality and assistive applications, to support both staff and patients.

Mitigating Risks to Digital Project Rollout from Low Digital Readiness

To reduce the risk of delays or low adoption of digital projects due to limited staff digital skills and confidence, the following actions are in place:

- **Digital Readiness Toolkit** - Supports managers in assessing team preparedness and identifying capability gaps early.
- **Digital Inclusion Champions** - Champions embedded in teams promote digital engagement and peer support, with a focus on expanding into clinical areas.
- **Digital Skills and Confidence Development Pathway** - A structured framework aligned with national standards to support skill development across all roles.

- **Targeted Training & Induction** - Tailored training, self-learning resources, and a digital induction for new starters address specific needs.
- **PADR Integration (Pending)** - Plans to embed digital capability objectives into the PADR process to support long-term workforce development.
- **Collaborative Engagement** - Working with internal teams and informatic nurses to ensure inclusive, accessible digital solutions.
- **Proactive Walkarounds** - Direct engagement with less digitally engaged teams and non-engaging teams to understand barriers, offer support, and identify Digital Inclusion Champions.

Argymhelliad / Recommendation

The Committee are asked to:

- **NOTE** progress made within the Digital Inclusion programme.
- **NOTE** the risk mitigation highlighted to the programme.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.1.2 That the organisation is discharging its responsibilities with regard to the quality and integrity; safety, security and appropriate access and use of information and data, to support health improvement and the provision of high-quality healthcare.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not Applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	7. All apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	All Planning Objectives Apply
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	10. Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Not Applicable
Rhestr Termau: Glossary of Terms:	Contained within the Report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Digidol, Data ac Arloesi Parties / Committees consulted prior to Digital, Data and Innovation Committee:	Not Applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Not applicable
Ansawdd / Gofal Claf: Quality / Patient Care:	The ability for patients to communicate with the Health Board is essential. Digital inclusion will allow the Health Board to explore greater digital services and therefore improving the experience of the patient.
Gweithlu: Workforce:	There will be an impact on staff as they are included within the ethos of digital inclusion. All staff and patients should feel comfortable in using the digital solutions that are to be implemented within the Health Board.
Risg: Risk:	Not applicable
Cyfreithiol: Legal:	Not applicable
Enw Da: Reputational:	The inability for patients not to feel engaged with their care via the use of digital solutions will affect the Health Board's reputation within the community. The strategic movement of providing care closer to the patient will mean that the Health Board needs to embrace digital solutions to improve patient care
Gyfrinachedd: Privacy:	Not applicable
Cydraddoldeb: Equality:	Not applicable