Pwyllgor Digidol, Data ac Arloesi/ Digital, Data and Innovation Committee

DYDDIAD Y CYFARFOD: DATE OF MEETING:	20 OCTOBER 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Digital Partner Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Executive Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Anthony Tracey, Director of Digital, Data and Technology

Pwrpas yr Adroddiad (dewiswch fel yn addas) **Purpose of the Report** (select as appropriate)
Er Gwybodaeth/ For Information

ADRODDIAD SCAA
SBAR REPORT

Sefyllfa / Situation

The purpose of this report is to provide the Committee an update on the digital partner to support its digital transformation initiatives and to outline the spending and impact of the digital partner in line with Board-approved programmes.

Cefndir / Background

Working with our new strategic partner (CGI) we are in the process of accelerating the project plans towards deployment, as well as developing the technical integration layer required to deploy the foundational systems in line with the timescales previously outlined to the Executive Team. The digital transformation initiatives are part of Hywel Dda University Health Board's (HDdUHB's) strategic plan to enhance patient care and operational efficiency through technology.

In addition to those listed above, HDdUHB has also invested in various digital programmes aimed at improving patient care pathways, data accessibility, and patient safety. These programmes include the Hybrid Print and Post, and Digitalisation of Records, which are part of the broader strategy to digitise healthcare services.

Overall, these digital transformation initiatives are designed to modernise healthcare delivery, improve operational efficiency, and enhance patient care through the strategic use of technology.

Asesiad / Assessment

The CGI work packages provide targeted specialist capacity and technical expertise required to progress defined elements of the Health Board's Board-approved digital transformation programme. This support is focused on areas where additional capability is needed to accelerate delivery, manage technical complexity and reduce implementation risk, including

systems integration, regional pathology transformation and the configuration of digital clinical documentation. The investment is intended to support the safe and effective deployment of foundational digital capabilities, improve access to timely and accurate information, streamline clinical and operational workflows, and reduce reliance on paper-based processes. Value will be assessed through the delivery of agreed outputs, milestones and benefits, with each work package subject to appropriate oversight, financial scrutiny and supplier performance management. This approach ensures that expenditure remains aligned to agreed priorities and contributes to improved patient safety, service efficiency, staff experience and the Health Board's longer-term digital sustainability.

The individual CGI work packages, their scope and associated costs are set out in Appendix 1. Total expenditure is £275k, comprising £169k for Electronic Document and Records Management System (EDRMS) integration, £41k for regional pathology services support and £65k for Miya clinical documentation configuration support. The expenditure relates to specific, defined deliverables and will be managed through the established contractual, programme and financial governance arrangements. No additional expenditure or extension of scope is implied by this report; any further commitment will require a clearly evidenced business need, confirmation of affordability, appropriate scrutiny and approval through the relevant Health Board governance route.

Argymhelliad / Recommendation

The Committee is requested to:

- **NOTE** the progress being made through the CGI Digital Services Partnership to provide targeted specialist capacity and technical expertise in support of HDdUHB's Board-approved digital transformation programme.

Amcanion: (rhaid cwblhau) **Objectives: (must be completed)**	
Cyfeirnod Cylch Gorchwyl y Pwyllgor: Committee ToR Reference:	3.1.3 Seek assurance that the digital, data and information governance implications and risks arising from the development of the Health Board's corporate strategies and plans or those of its stakeholders and partners are considered and mitigated.
Cyfeirnod Cofrestr Risg Datix, Teitl a Sgôr Risg Cyfredol: Datix Risk Register Reference and Score:	**2360** – Accelerating Digital Transformation and Innovation (12). **1679** – Delivery of digital transformation projects reliant on DHCW (6).
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)	6. All Apply

Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Nodau Cynllunio 2026/27 Planning Goals 2026/27	All Planning Goals Apply
Hypergyswllt i Amcanion Llesiant HDdUHB 2026 Hyperlink to HDdUHB Well-being Objectives 2026	9. All HDdUHB Well-being Objectives apply
Model Cymdeithasol ar gyfer Iechyd a Llesiant: (wedi'i gwblhau ar gyfer newid strategol a/neu newidiadau sylweddol i wasanaethau) A Social Model for Health and Wellbeing: (*complete for strategic change and/or significant service changes)*	7. All Apply
Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Not applicable
Rhestr Termau: Glossary of Terms:	Included within the main body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y cyfarfod hwn: Parties / Committees consulted prior to this meeting:	Sustainable Resources Committee Executive Team

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Value cases will be assessed for each individual business cases prior to utilising the supplier. A wider strategic benefit will be that the healthcare systems will be more efficient, processes are faster, and wasteful processes can be decreased or eliminated supporting longer-term sustainability for the health board.
Ansawdd / Gofal Claf: Quality / Patient Care:	The implementation of The Transformation and Digital Enablement Plan, will provide the following positive impact on quality and patient care:

	• Patient safety increased - Increased timeliness and availability of relevant clinical information decreased transcription errors and decreases risk to patients' safety • Positive patient outcomes increased - Easy access increases speed and of diagnosis, care, treatment plan and onward referral • Patient confidence increased - The availability and targeting of accurate and relevant information at the point of contact Reducing delay, improving waiting times and access to treatment
Gweithlu: **Workforce:**	Having a modern digital system, will attract and retain the workforce within the Health Board. A key component of this work is the assessment of operational readiness for organisational and digital change, the digital roadmap required and recommended service redesign principles for a whole system approach, which will enable the change the workforce urgently need. As part of the transformation plan there will be a change management, service redesign and digital enablement programme designed to co-produce and design services for people through a professional integrated and upskilled workforce across health and care.
Tegwch Iechyd: **Health Equity:**	Not Applicable
Risg: **Risk:**	Without the necessary investment in transformation and digital there is a risk that the current complex system will become even slower stifling innovation that the Health Board has progressed and urgently needs.
Cyfreithiol: **Legal:**	Not applicable
Enw Da: **Reputational:**	The ambitious Transformation and Digital Enablement Plan will progress the Health Board forward to becoming a fully integrated digital organisation, and propelling HDdUHB to become the first system-wide digital exemplar within NHS Wales.
Gyfrinachedd: **Privacy:**	At the centre of the Transformation and Digital Enablement Plan is inclusivity, and the requirement to ensure that staff, patients, and the people of our region are included in the development of any service with strong information governance and cyber security.

Cydraddoldeb: **Equality:**	Not applicable

Appendix 1

Work Package Number	Title	Cost	Detail
WP55	EDRMS Integration	£169k	The work package supports the technical design, development and implementation of interfaces between the EDRMS platform and existing clinical systems, integration technologies and information management services. This will enable authorised users to access patient documentation more easily within established clinical workflows, improve record accessibility, support operational efficiency and contribute to the Health Board's strategic ambition of becoming a paper-light organisation. The investment also supports wider digital transformation objectives by creating a platform through which clinical information can be more effectively utilised across care settings, improving both staff experience and continuity of care
WP46	Regional Pathology Services Support	£41k	WP46 supports the Regional Pathology Services programme by providing specialist CGI expertise to assist with the planning, development and delivery of digital and technology requirements associated with regional pathology transformation. The work package contributes to ensuring that pathology services are supported by appropriate digital systems, infrastructure and integration capabilities to enable efficient, standardised and sustainable service delivery across the region
WP56	Miya Clinical Documentation Configuration Support	£65k	The work package supports the development and configuration of digital clinical documentation within Miya, helping to replace paper-based documentation processes with structured electronic records. The objective is to ensure that clinical information is captured consistently, is available at the point of care, and can be integrated into wider clinical workflows. This supports improved patient safety, better information accessibility, enhanced operational efficiency and a more digitally enabled clinical environment.