

**PWYLLGOR ADNODDAU CYNALIADWY
SUSTAINABLE RESOURCES COMMITTEE**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	25 February 2025
TEITL YR ADRODDIAD: TITLE OF REPORT:	Digital Inclusion
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	Anthony Tracey, Digital Director

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

This report provides the Sustainable Resources Committee (SRC) with an update and overview on the progress being made on Digital Inclusion Programme since the last update in August 2024. The report also provides a plan of action proposed by the Digital Inclusion team for the next 12 months. This outlines the work required to continue to develop digital skills and confidence across the workforce and to ensure efforts are in place to priorities and support the extensive digital project rollout proposed during the next 12 months, as the digital transformation plans accelerate to meet its strategic objectives. Programmes such as Patient Flow, Electronic Observations (eOBS) and Electronic Prescribing and Medicines Administration (EPMA) will depend on staffing having the digital skills and confidence to use such systems which will result in the anticipated outcomes.

Cefndir / Background

Hywel Dda University Health Board's (HDdUHB) Digital Inclusion Programme continues to work towards its planning objectives which is to lead, connect and support a coordinated approach to various digital inclusion work across the health board and its wider partners.

HDdUHB's digital inclusion programme works in line with the Health Board's digital response and will focus on and ensuring that digital inclusion and accessibility is key in the:

- Day to day activities across the health board's workforce.
- Integration of new digital programmes and related population health initiatives.
- Unlocking the skills and information required to improve decision making of patients in relation to engaging with digital and services.
- Development of patient centred solutions in communities.
- Improvement of user digital literacy allowing for maximising the benefits of digital technologies and being digitally skilled and confident.

The Digital Inclusion team is a small team consisting of two individuals, the Digital Inclusion Manager and Digital Inclusion Adviser who work closely with the wider Digital Innovation and Transformation team, other teams across Digital Services, Informatics nurses, Learning and Development, Future Workforce as well as with Digital Communities Wales (Welsh Government's (WG) Digital Inclusion Programme) to try and develop and offer the best opportunities and approach possible to address the digital inclusion considerations and requirements of the programme across the Health Board and wider population.

Asesiad / Assessment

Update on the progress made since the last update (August 2024) towards meeting the Health Board Planning objective and the 8 identified pillars within the Digital Inclusion programme is as follows.

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

- Head of Digital Innovation and Transformation has been engaging with regional digital inclusion steering group to share, discuss and demonstrate the Patient Hub (Print and Post) raising the awareness of the rollout of the hub to patient population in the future.
- Digital Inclusion Manger has successfully opened doors for Digital Inclusion within the Professional Nursing Forum meetings with a permanent Digital Inclusion update slot on the agenda for the future. This has offered a wonderful opportunity to talk about the support available with ward Managers across all sites, to raise awareness to digital inclusion and its importance to patients, highlight the support resources available and training opportunities that can be accessed by the workforce. It has opened the opportunity to build key relationships with Ward Managers across all sites and has allowed an opportunity for staff to receive advice and guidance around digital issues and to respond to any questions or barriers associated with digital amongst the teams. This forum will continue to be integral to the lines of communication into teams across all sites for digital project roll outs also.
- As previously reported to the Committee, HDdUHB' Digital Inclusion team submitted a SMART Partnership Funding application to WG in partnership with University of Wales Trinity St Davids (UWTSD) to access funds to support a Digital Divide research project, however, this application has not been successful. The Regional Digital Inclusion Steering Group will relook at whether there are any further opportunities available to fund a research project in the near future.

Pillar 2 - Co-design Digital Health Services

- The Digital Inclusion Manager continues to represent the Health Board's digital inclusion programme as a member of the Digital Health and Care Wales (DHCW) NHS Wales App Patient and the Public Assurance Group to advise and guide and continuously promote and highlight digital inclusion within their ongoing work plans.

Pillar 3 - Improve Digital Health Literacy in the Population

- Positive relationships continue to grow with Ceredigion County Council's Independent living hub – exploring how we can work closer with them to enhance the digital skills and confidence of the population once people are through the door to ensure that they are

aware of the digital support available. The Hub Manager was invited to present about the project in the recent Regional Digital Inclusion Steering Group event held at Yr Egin.

Pillar 4 - Develop 'Digital Health Hubs' to Improve Inclusion.

- Pembrokeshire County Council have approached the Digital Inclusion Manager and is currently in conversations around how the Digital Inclusion team can contribute and support the digital inclusion skills and confidence aspects towards proposed plans to develop an Independent Living Centre offering access to smart digital technology, aids and adaptations along with training and support in using technology to enhance skills and confidence.

Pillar 5 - Build Trust and Relationships with Poorly Served Groups

- A strong and positive relationship has been formed with the External Engagement Coordinator of Royal National Institute of Blind (RNIB) who is supporting and advising the health board with accessibility for people living with Sight Loss in particular with projects such as Hybrid Print and Post and who has also been invited onto and agreed to be an active member of the Regional Digital Inclusion Steering Group.
- The team is working closely with the Patient Experience department to support patients with potential digital skills and confidence needs within the communities and to make referrals to local support.
- The Digital Inclusion Manager and Benefits realisation Manager have been working closely on developing an approach to engage and communicate with teams to support change management requirements and are working closely with all digital projects to ensure that the right communication and resources are embedded into the rollout approach of the projects.

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

- Digital Innovation and Transformation projects continue to be introduced and incorporated into the Regional Steering Group Meetings with stakeholders to openly communicate progress and upcoming digital projects and digital updates and plans of the health board to grow interest and participation and cascade across stakeholders to the wider population.

Pillar 7 - Improve Digital Skills in the Health and Care Workforce

- Since the Digital Inclusion team provide it's last update to the committee back in August 2024, it has continued to press forward with raising awareness of digital inclusion across the workforce, with a total of 342 (with clinical roles being the highest area to engage at 40%) members of staff attending various Digital Inclusion Training sessions run in partnership with Digital Communities Wales and internal face to face sessions that have been delivered by the Digital Inclusion Team across the sites.

Figure 1 below provides data for 1st July 2024 to 7 February 2025:

Figure 1

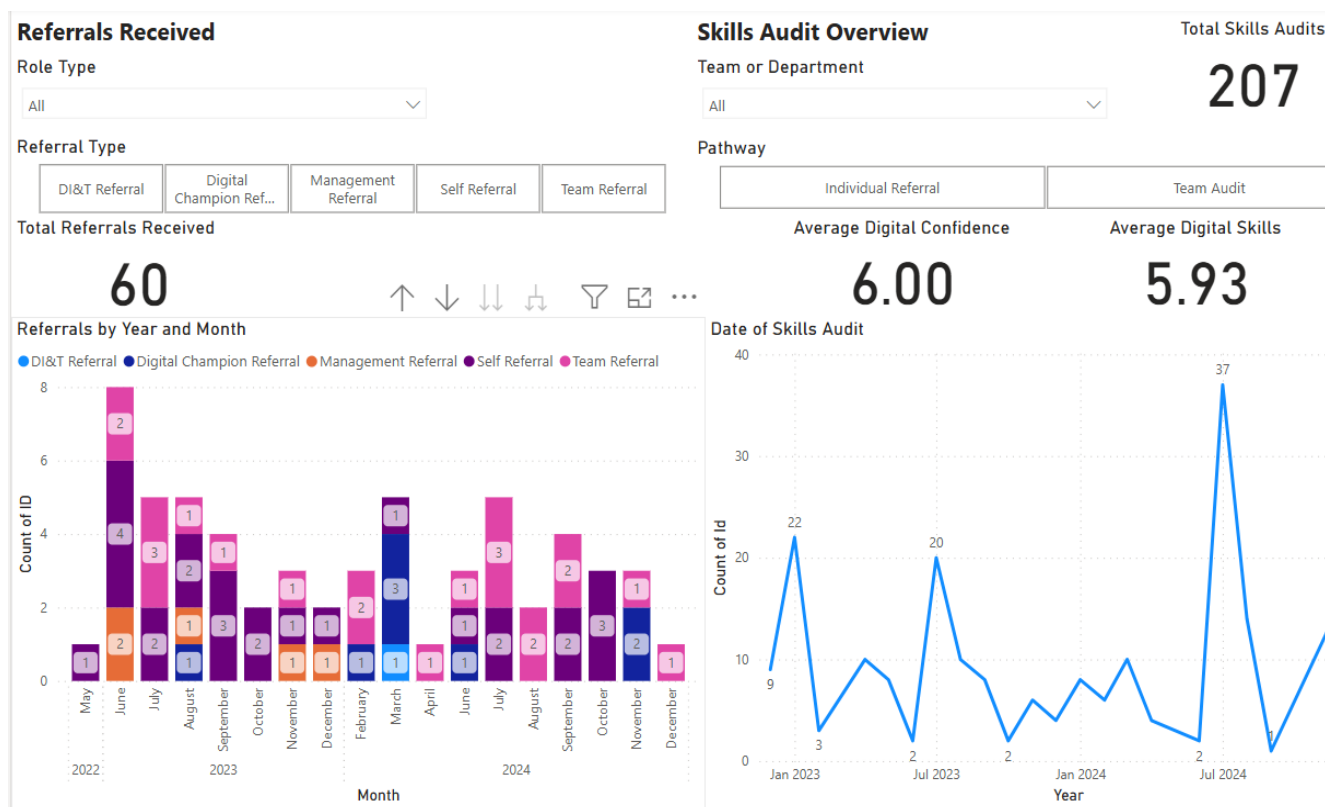


The next data set below (Figure 2) shows a steady continuation of the number of referrals being received by the team as the word continues to cascade of the support service available for the workforce. On average the digital inclusion team are currently receiving three referrals per month requesting to engage with and support skills development of teams and individuals.

The data shows that there is an increase in request to support teams which is positive to see as we continue to explore opportunities of pushing out and raising awarenesses to Team Leaders and Team Managers of the support available.

Figure 2 below gives the overall data gathered of referrals received since May 2023:

Figure 2

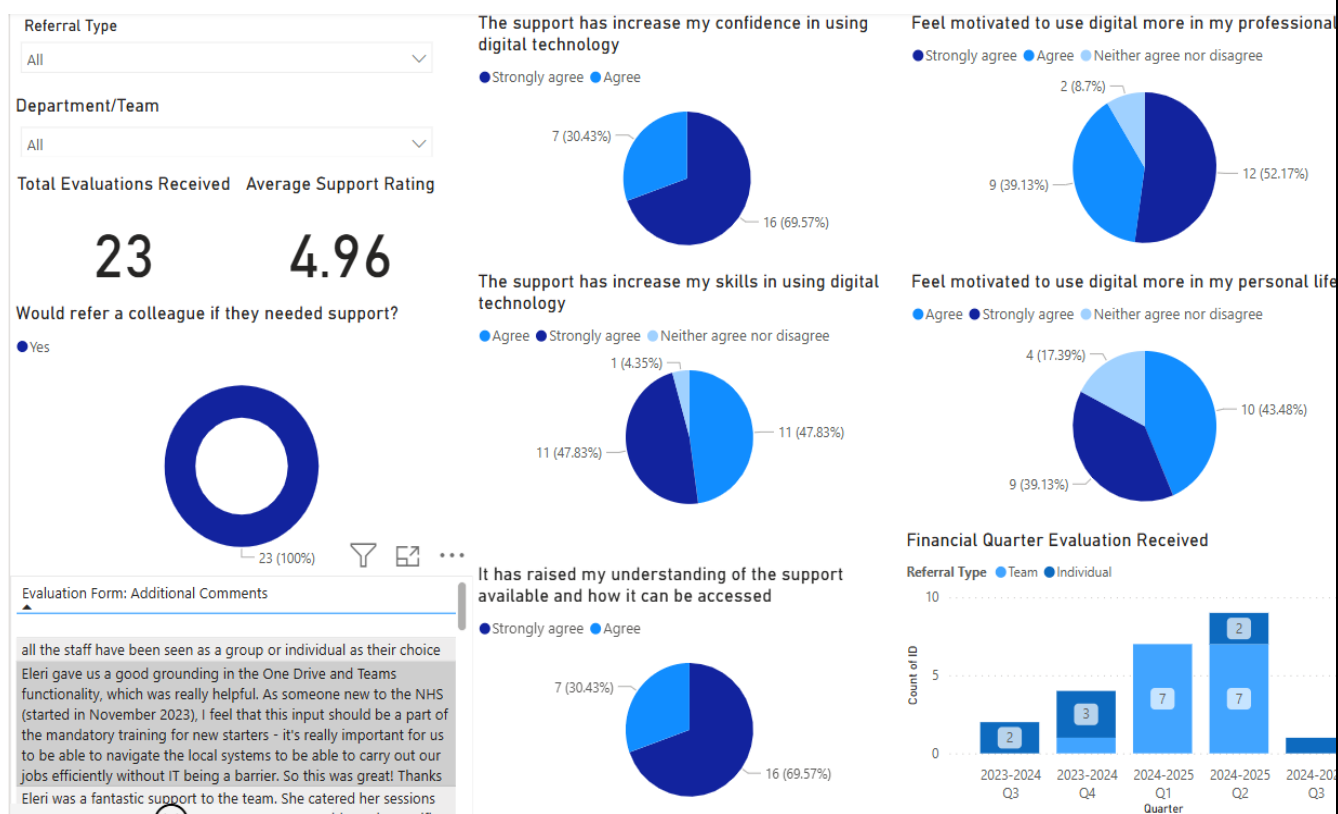


The data below (Figure 3) offers a clear picture of feedback being received by Team Managers and individuals who have engaged and accessed basic and essential digital skills and confidence support through the digital inclusion team.

The average rating of the support service continues to be incredibly positive at 4.9/5 and data shows that the Digital Inclusion Teams benefits realisation plans are being met and continue to grow as the service engages much wider with the workforce. It is important to highlight that the Support Service Evaluation feedback data shows the work of the digital inclusion team does in fact inspire, motivate, and develop digital confidence and skills of those who have engaged with the team.

Figure 3 below offers overall evaluation of service support feedback:

Figure 3



Positive feedback received from members of the workforce engaging with digital inclusion:

“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 so you may get an influx of bookings after 13.2.25 ☺️.”

“Your support was invaluable and had the MS Teams form been suitable for stroke therapies at BGH, then with your support we would now be fully set up and running. As you appreciate, the wider issues that 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.”

[Changes that will help you to support your patients/ services users following digital inclusion intervention] “We now have a more efficient way of working within the team.”

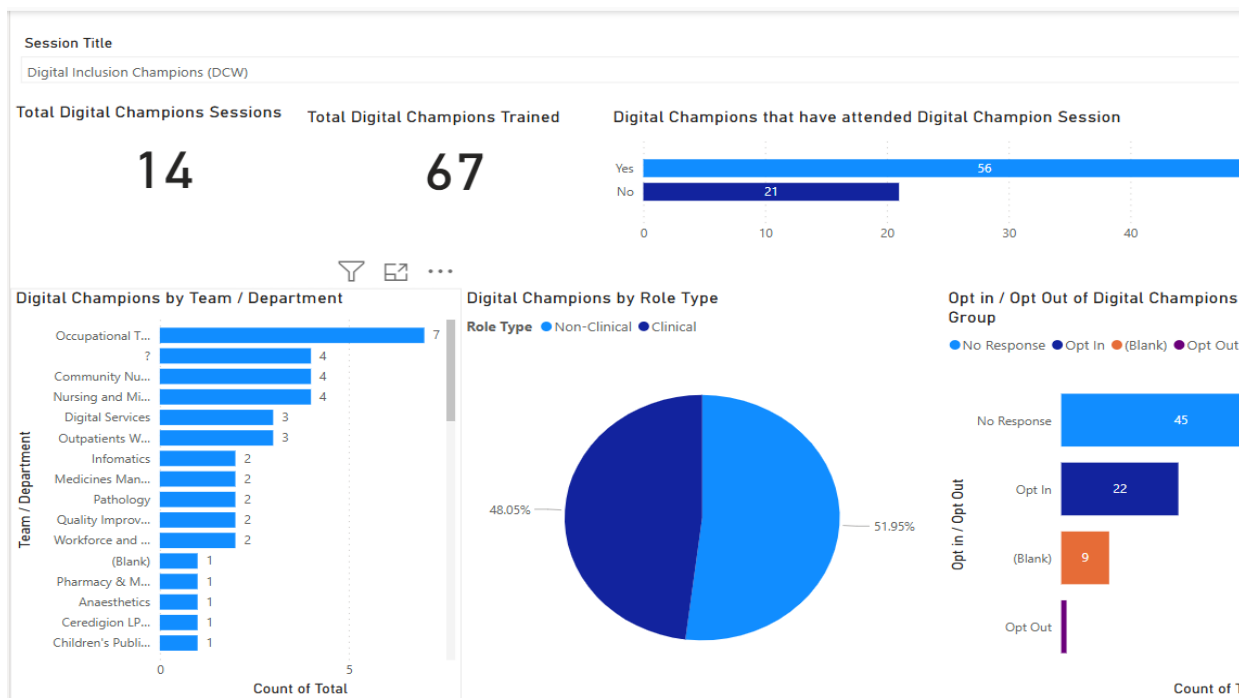
Digital Inclusion Champions Network

The Digital Inclusion Champions network continues to develop and grow although it is the intention to focus efforts on this are of work in the future so that more Digital Inclusion Champions can be identified within teams to support the success of digital project roll out. Digital Inclusion Champions will be key to support peers and ensure that barriers can be

overcome and are ambassadors to the positive benefits that the change offers. As part of the digital inclusion future planning there will be emphasis and drive to develop this area further and to work closer with Team Managers to identify and train potential Champions. Currently data shows that there is less uptake from clinical roles, and we hope to explore this in more detail moving forward to understand what support we can offer to increase digital inclusion champions within clinical areas.

Figure 4 below offers information on Digital Inclusion Champions:

Figure 4



Pillar 8 - Embed digital inclusion in health, care, and wellbeing strategies

- Work continues to plan the most effective support solution to ensure the digital readiness of our workforce with digital projects due to be rolled out health board wide. Due to the extent of the rollout for projects such as Electronic Prescribing and Medicines Administration (EPMA), Electronic Observations (eOBS) and patient flow.
- Digital Inclusion Manager is working with the Head of Digital Business and Engagement to explore opportunities of introducing a Digital Capability & Confidence section within the PADR process within the health board. Confirmation received that the PADR is currently under review and considerations are to be made around ensuring that digital capability and confidence is seen as a priority of PADR review conversations between Managers and employees.
- Wider work continues to be explored on how we can engage and develop much wider the understanding and priority that accessibility offers us to ensure equity of access to our services and the benefits to everyone. The Digital Inclusion team continue to work on developing awareness and skills around digital accessibility, device functionality and applications available to support the workforce who in turn can support the patients and public.

- The Regional Digital Inclusion Steering Group, and the development of collaborative and positive relationships with stakeholders continues to be integral to the development of and success of the programme pillars and continues to grow interest and conversation around digital inclusion across the counties. The positiveness of the collaboration is being heard across West Wales. The group have recruited further stakeholders over the year who are keen to explore further work and opportunities available to us as a collaboration and has encouraged stakeholders to identify pots of money available to support small scale digital inclusion projects within communities. The Digital Inclusion Manager is currently working on a focus and plan for the upcoming 12 months and is consulting with all stakeholders to ensure that the approach moving forward is driven by the wider collaboration and continues to ensure that stakeholders are engaged and committed to improving the digital divide across our population in West Wales.

Challenges and Risk

Training Provision

The future position of the Digital Communities Wales (DCW) Programme continues to be unknown and whether Welsh Government intends to invest further into Digital Inclusion, is unclear. Opportunities are being explored to identify other avenues to support the continuation of support and training available to the workforce post DCW. Although it must be reiterated that Digital Communities Wales will continue to support HDUHB's programme until June 2025 at a minimum. The Digital Inclusion Manager is exploring the opportunities internally to develop self-learning resources such as video training, which will allow the team to signpost individuals or teams to enhance their skills and confidence further. Exploring opportunities of closer working with Digital Services teams and Learning and Development is crucial in planning a way forward to fill any gaps identified.

Information Sharing

Due to the pressures internally on the Communication team the development of a Digital Inclusion website page (previously discussed) is currently on hold until capacity becomes available to support this however positive steps have been taken to continuously grow the information and resources available to the workforce internally through the SharePoint pages and also through the development of paper-based posters and information leaflets that can be provided to support development.

Summary & Next Steps

The Digital inclusion Programme continues to develop across all areas of the health board and wider communities to continuously enhance its commitment to improve digital literacy, inclusivity of staff, patients, carers, and wider communities.

HDdUHB's roadmap for the next 12 months includes:

- Plan and develop a new approach to digital inclusion support which will promote and emphasise the need for team managers and leaders to take responsibility over the 'Digital skills and Confidence readiness' of their employees, enhancing the digital inclusion teams ability to support the extensive roll out of new digital projects.
- Develop further resources/ pre-recorded sessions as needed that can be used as a tool to support specific gaps in skills and knowledge of the workforce allowing capacity for

the DI team to prioritise those in greater need and who require more extensive intervention to develop skills and confidence levels.

- To continue developing upon the Regional Steering Group with focus on Digital Divide Research and further planning in response to feedback received through the steering group evaluation survey from stakeholders.
- To continue to work on seeking funding opportunities to grow the digital inclusion team to allow the digital inclusion team to reach further and wider across the health board' workforce and wider communities so that future plans can enhance scope of programme pillars and explore opportunities of offering digital support within communities.
- Develop a "Digital Skills Development Framework" which will focus on opportunities available at all levels of digital capability. (in collaboration with Digital Services team, Learning and Development Informatics and Digital Inclusion) which will support our workforce to understand the variety of opportunities available across the health board to develop digital capability and also to encourage a continuous digital skill growth of our workforce for the future.
- Utilise the time left to access Digital Communities Wales's support to develop prerecorded training sessions covering all topics and areas which will offer signposting opportunities and support our wider population through the website page (once available).
- Continue to develop on the Digital Inclusion Champions Network to develop a sustainable peer to peer support opportunity across the Health Board, in particular, within clinical areas to support digital project rollout.
- Continue to work with community Libraries to explore the opportunities available to develop on Digital Health Literacy and Health Hubs.
- Continue to work with Digital Services' Head of Digital Business and Engagement to embed Digital as a mandatory area of discussion within the PADR process for the future.

Argymhelliad / Recommendation

The Sustainable Resources Committee is requested to:

- **NOTE** progress made within the programme.
- **NOTE** the challenges and risks highlighted to the programme.
- **PROVIDE** any recommendations it sees appropriate to enrich the programme.

Amcanion: (rhaid cwblhau)	
Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.1.1 Receive reports relating to the Health Board's Digital Programme to ensure benefits realisation from the investment made.
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)	6. 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	9. All HDdUHB Well-being Objectives apply

Gwybodaeth Ychwanegol: Further Information:

Ar sail tystiolaeth: Evidence Base:	https://www.digitalcommunities.gov.wales/digital-inclusion-in-health-and-care About the network - Good Things Foundation Since accessing the Databank... it's been a like a weight's been lifted" - Good Things Foundation Device Loan Scheme Resources (gov.wales)
Rhestr Termau: Glossary of Terms:	Contained within the body of the report.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Adnoddau Cynaliadwy: Parties / Committees consulted prior to Sustainable Resources Committee:	Not Applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)

Ariannol / Gwerth am Arian: Financial / Service:	Not known at present.
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