



**PWYLLGOR ADNODDAU CYNALIADWY  
SUSTAINABLE RESOURCES COMMITTEE**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	27 August 2024
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Digital Inclusion Update
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Anthony Tracey, Digital Director

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

**ADRODDIAD SCAA**

**SBAR REPORT**

Sefyllfa / Situation

This purpose of this report is to provide the Sustainable Resources Committee (SRC) with an update and overview on the progress being made on Digital Inclusion Programme. Work continues to develop and embed digital inclusion into the day-to-day practices and activities of the health board, with a focus on continuously identifying and exploring opportunities of expanding on the 8 Pillars of the programme.

Cefndir / Background

In October 2021, Hywel Dda University Health Board (HDdUHB) agreed to and committed to the development of the Digital Inclusion Programme which will lead, connect and support a coordinated approach to various digital inclusion work across the health board and it's wider partners.

The Health Board's commitment to digital inclusivity began with the signing of the Digital Inclusion Charter for Wales in 2021 and the pledge to develop the programme to ensure equity of access and support opportunities for the workforce and the wider population to ensure a sustainable and parity of opportunity for the whole population in Wales.

HDdUHB's Digital Inclusion Programme is continuously working towards its planning objective 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.

## Asesiad / Assessment

Progress to date 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**

- Digital Inclusion team have developed a lunch time “Introduction to Digital Inclusion Session” to engage staff and develop knowledge and awareness of digital inclusion and support available.
- Speakers from the health board and external organisations have attended and presented to the Regional Digital Inclusion Steering Group to promote and develop knowledge of digital inclusion activities and collaborative ways of working across the region and Wales.
- The Digital Inclusion team have been working on developing a resource library of local and national support opportunities available to promote to patients, the workforce, and the public to access digital support.
- Relationships have been developed with the Community Tec enabled care projects and Hubs which offer support and access for the public to access and explore a variety of digital technology available to support independent living and engage and develop our populations with appropriate devices that support and enhance health and wellbeing.

### **PILLAR 2 - CO-DESIGN DIGITAL HEALTH SERVICES**

- The Digital Inclusion Manager represents the health board’s digital inclusion programme as a Member of the Digital Health 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.
- Close working relationships continues with internal projects to advise and guide on accessibility and usability considerations needed of new systems developed, to ensure a user centred approach is adopted.

### **PILLAR 3 - IMPROVE DIGITAL HEALTH LITERACY IN THE POPULATION**

- Digital Communities Wales is an integral partner to support the small digital inclusion team with the development of content for a Digital Health Literacy session aimed at developing basic digital skills and digital health literacy skills of the population.
- Positive and strong relationships have been formed with the Schools Engagement Team and the Prevention and Wellbeing Teams across the three counties. The Digital Inclusion Team have been supporting and attending engagement events to develop the profile and awareness of digital in health and to promote the benefits of being digitally capable and enabled.
- Developing Digital Inclusion support guides and booklets for staff and patients to support digital engagement. i.e. Apps and useful resources to support people living with sensory loss, device accessibility functionality.

#### **PILLAR 4 - DEVELOP 'DIGITAL HEALTH HUBS' TO IMPROVE INCLUSION**

- Close working relationships have been formed with Libraries in Carmarthenshire to identify the opportunities of promoting and supporting more people with digital health, i.e. to access information through Website, accessing Health Apps Library. Carmarthenshire Libraries have developed a Health and Wellbeing area on devices to support individuals to access right support and information needed relating to health and wellbeing and are keen to continue to explore opportunities of further developing the support offering.

#### **PILLAR 5 - BUILD TRUST AND RELATIONSHIPS WITH POORLY SERVED GROUPS**

- Close working relationships have been developed with the Diversity and Inclusion Team to explore and embed digital inclusion into groups and the approach to working with population who are less engaged – developing and promoting ways of working in collaboration. Members of staff from the Diversity and Inclusion Team have joined the Regional Digital Inclusion Steering Group to support the work further.
- Regional Digital Inclusion Steering Group have heard from a variety of speakers from the Health Board's Digital Innovation and Transformation Team during the year, where the group have been informed of project rollout, support available for patients to access and to engage and inspire stakeholders to cascade and share opportunities with the population.
- The Digital Inclusion Manager became a member of the Sensory Loss Forum promoting digital in health and wellbeing, developing knowledge of digital functionality and available Apps that can support sensory loss with accessing services digitally and improving the way in which these groups can access and engage with services.

#### **PILLAR 6 - HARNESS THE BENEFITS OF DIGITAL FOR HEALTH AND WELLBEING**

- As the first Health Board in Wales to lead on digital inclusion the Digital Inclusion Manager has been invited to meet with numerous other health boards across Wales during the year and requested to share HDdUHB's approach to digital inclusion, share good practice and lessons learnt and promote the need for digital inclusion to be introduced and embedded into all Health Boards across Wales. This has been a fantastic opportunity to inform, inspire and motivate others to understand the benefits of digital on health and wellbeing.

#### **PILLAR 7 - IMPROVE DIGITAL SKILLS IN THE HEALTH AND CARE WORKFORCE**

In March 2023 the Digital Inclusion team went live with their support service that offers the following support to the workforce: -

- Access to a Skills Audit - Identifying key areas of need amongst staff.
- Schedule of Open Training opportunities for staff to access and develop basic and essential digital skills in partnership with Digital Communities Wales.
- Referral Process – Individuals and teams can self-refer to access support.
- 1:1 and group support to develop digital skills and confidence
- Developing Digital Inclusion Champions Network

- Resources to support staff to develop an awareness and understanding of digital inclusion and self-learning opportunities.

During the year the service has received a steady increase in the number of referrals and support requests received across the health board as the awareness of the support available cascades further and the team are continuously working towards its benefits realisation plans successfully. (Please see Appendix 1 below for further data).

- In partnership with Learning and Development the Digital Inclusion Team have produced a short Introduction to digital inclusion video to embed within Corporate Induction to highlight the importance of digital within the health board's ways of working and to identify the support available at point of entry.
- The team have worked closely with internal departments such as Staff Benefits, Cyber Security, Welsh Language and Communications to share key messages, information and support to ensure a collaborative and all-round approach to key areas of digital work across the health board.
- Close working relationships have been developed with the Informatics Nurses to identify and locate where support is required and to engage with Senior Management. This continues to enhance as more contacts are made and relationships developed across the health board.

## **PILLAR 8 - EMBED DIGITAL INCLUSION IN HEALTH, CARE AND WELLBEING STRATEGIES**

- The team have and will continue to work closely with the development of new projects such as 'Hybrid Print and Post' and Electronic Prescribing and Medicines Administration (EPMA) to ensure that accessibility functionality and ease of use considerations are adopted within the project plans.
- Digital Inclusion is seen as a key area to be included within Digital Project Business cases to ensure that there is clear focus on digital skills and confidence development and support within every project proposal to enhance the success of the project.
- The team are supporting Digital Projects to assess the digital readiness of teams pre project rollout and supporting teams to ensure that staff feel capable and confident and ready to adapt and adopt to a more digital way of working.
- Working in collaboration with the Communication Team and QIST to develop an 'Accessible Content Development Checklist' document to be embedded into the team sign up process for PKB and other projects and areas across the health board to ensure that information and content developed digitally is developed with patient accessibility needs in mind.

The Regional Digital Inclusion Steering Group, and the development of collaborative and positive relationships with stakeholders have been integral to the development of and success of the programme pillars mentioned above. Working in collaboration underpins the principles of the Digital Inclusion Charter, the Digital Inclusion Framework for Wales and the Strategic Objectives of the health board. (Please see Year Review information in Appendix 1)

### **Challenges and Identified Gaps**

- Developing basic skills and confidence is currently not considered a priority, with no official protected time allowed for staff to access support.

- There is no focus on digital skills and confidence within professional development appraisals therefore conversations about digital capability and readiness continues to be overlooked and underestimated. Engagement with staff have identified that staff need and want to be able to discuss their personal digital development needs and be able to openly request support or discuss needs with their managers with no fear of prejudice or concerns around job capability.
- Delay in Welsh Government's outcome on research funding has significantly delayed research and gathering the required intelligence across the region.
- Digital Communities Wales funding and associated support ends June 2025, and the session partnership will end. Session support will be impacted due to the lack of capacity within DI team to continue to offer the extent of open sessions and training currently available to staff.

## Summary and 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 6 to 9 months includes: -

- To continue to work on accessing funding to move forward with the proposed research plan.
- Continue to address staff digital skills and access by working with Digital Project Managers to embed the Digital Readiness Assessment into project planning and ensuring staff capability and confidence is developed prior to digital project rollouts.
- Develop patient facing website with the support of stakeholders.
- Continue to work with community Libraries to explore the opportunities available to develop on Digital Health Literacy and Health Hubs.
- Explore and develop further training opportunities available to continuously support the Digital Inclusion Team due to the limited resources available and the growing demand across the workforce and projects.
- Continue to develop on the Digital Inclusion Champions Network to develop a sustainable peer to peer support opportunity across the health board.
- Work closely with Digital Services' Head of Business and Engagement to identify opportunities of embedding Digital as a mandatory area of discussion within the PADR process in the future.
- Pilot Digital Health Literacy session with Regional Digital Inclusion Steering Group and obtain input from stakeholders on appropriate ways to roll out.
- Explore opportunities around developing a Digital Skills and Confidence Mandatory Training session for new starters to support their integration into the organisation.

## Argymhelliad / Recommendation

The committee is requested to:

- **NOTE** the content of the paper, and the work of the Digital Inclusion Team.
- **TAKE ASSURANCE** that the Digital Inclusion Programme continues to deliver the necessary improvement in digital literacy for both staff and patients.

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<b>Amcanion: (rhaid cwblhau)</b>	
<b>Objectives: (must be completed)</b>	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.10 Provide assurance to the Board that arrangements for information governance are robust.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	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: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	9. All HDdUHB Well-being Objectives apply

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

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	Not known at present.
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	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.
<b>Gweithlu:</b> <b>Workforce:</b>	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.
<b>Risg:</b> <b>Risk:</b>	Not applicable
<b>Cyfreithiol:</b> <b>Legal:</b>	Not applicable
<b>Enw Da:</b> <b>Reputational:</b>	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
<b>Gyfrinachedd:</b> <b>Privacy:</b>	Not applicable
<b>Cydraddoldeb:</b> <b>Equality:</b>	Not applicable

## **Regional Digital Inclusion Steering Group – Year Review**

The Regional Digital Inclusion Steering Group was developed in March 2023 to:

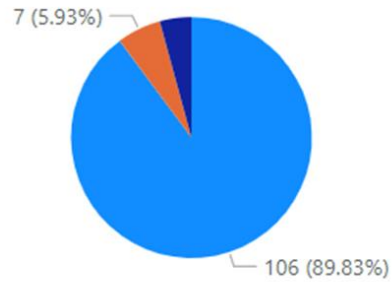
**“Bring together a collaborative group of key services within the region to lead, connect and support a coordinated approach to understand the true impact of the digital divide within the region. To actively address the exclusion, developing on required support opportunities which will inspire and influence the population to engage with technology and raising the understanding around the benefits to health and wellbeing. Together the group will ensure that Digital Inclusion is seen as and accepted to be the key enabler for the transformation of services”.**

<b>Total Number of Members:</b> 26 members		<b>Average attendance per meeting:</b> 15 members
<b>Total Number of Meetings:</b> 4 + Launch event (Feb 2023)		<b>Face to Face meeting arranged March 2024</b> (cancelled and rearranged October 2024)
<b>Speakers during year</b>	<ul style="list-style-type: none"> <li>• BT Digital Voice switch over</li> <li>• Openreach</li> <li>• Age Cymru Dyfed</li> <li>• Digital Communities Wales</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting List Support Service</li> <li>• Health Apps Library (ORCHA)</li> <li>• DHCW NHS Wales App</li> </ul>
<b>Suggested new members invited to attend:</b>		<b>Research funding application submitted to Welsh Government:</b>
<ul style="list-style-type: none"> <li>• <a href="#">Eyst</a> (new contact approached)</li> <li>• Youth Parliament (no reply)</li> </ul>		30 <sup>th</sup> November 2023 <b>Outcome: Continues to be assessed</b>
<b>Gaps identified:</b>		<b>New members:</b>
<ul style="list-style-type: none"> <li>• Identifying Community Support available(4 returned)</li> <li>• Developing External Website – information for public</li> </ul>		<ul style="list-style-type: none"> <li>• Ceredigion Tec Enabled Care Hub (tech demo &amp; support)</li> <li>• Pembrokeshire Tec Enabled Care Project (Support in homes)</li> <li>• Carmarthenshire Libraries</li> <li>• Diversity and Inclusion team (<a href="#">HDdUHB</a>)</li> </ul>

## Increase in staff feeling inspired and motivated

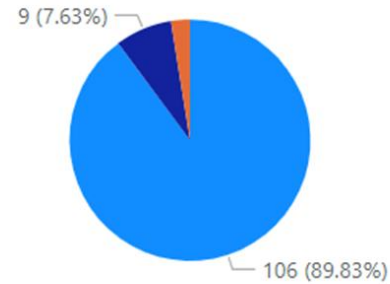
Professional level:

● Yes ● Not sure ● No



Personally level:

● Yes ● No ● Not sure



Overall Training session feedback rating: 4.8/5

Overall support Service feedback rating: 5/5

## Increase in staff digital skills:

## Increase in staff digital confidence

7.1

Average before session

8.3

Average after session

6.7

Average before session

8.3

Average after session

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