

FOI20195 - Attachment 1 (RD)

At first DHCW were not risk but as time escalated and delays were extending, they became issues

Ref	RISK NAME	RISK CATEGORY	DATE RISK HIGHLIGHTED	Status	DESCRIPTION OF RISK	SUMMARY OF MITIGATION / Notes	DATE RISK REVIEWED
Risk028	HL7 messaging	Integration	22.11.23	closed	The HL7 messaging does not contain the code that Netcall requires for messaging integration. DHCW have provided what they can, but as stated that a schema update may provide the necessary codes. Ongoing delays have caused project progress for the March date of the hub go-live. Jan 2024 - DHCW reviewed the HL7 requirement document and explained a further discussion on between a part as was required. A separated document has been created to capture the discussions and issues of this risk/issue - Please see document: Hywel Dda HL7 Requirements Tracker - in folder HL7 / Testing Sessions https://nhwpa.es365.sharepoint.com/:x/r/s/tes/HDD_Dg_la_Improvement_and_Transformat-on-TempHomeforHybr-dMa-so-ut-on/Shared%20Documents/Hybr-d%20Ma_%20so-ut-on/HL7/Testing%20Sessions/Hywe-%20Dda%20HL7%20Requirements%20Tracker.xsa?d=wb0560c22edfc4aa68042c3ed60f0270856caf=1&web=1&e=r1TOE	Ongoing discussions on between HDD, DHCW and Netcall to try and get the necessary gaps from the schema updated for Netcall's request and escalate on to AT - Following on from TECH010 Risk, this has now been escalated to an issue - PLEASE ISSUE TAB	12/07/2024
Risk029	WPAS Schema	Integration	22.11.23	Closed	DHCW are not providing the names and not communicating back to HDD on Forano 13 upgrade which requires request for additional data terms in the WPAS schema, therefore this is impacting the development target dates with Netcall and impact on the savings plan.	Same as TECH010 risk as they both link with each other.	12/07/2024

Status	Issue Number	Initiated By	Issue Category	Initiated Date	Issue	Mitigation	Required Resolution Date	Notes and Updates
Closed	HP009	Digital Project Lead	HL7 Integration	07/06/2024	<p>Linked to RISK: 028&029 - During testing sessions our last testing identified further errors and gaps in the codes mainly around HCP activities / appointments and Personal diaries. A call was logged for DHCW to investigate. Our aim was to sign off HL7 Testing by 30th May 2024 and has been delayed due to DHCW</p> <p>We had a meeting with DCHW on 28th May 2024 to discuss these gaps/errors in codes. DHCW stated in the meeting that HCP Appointments (via diaries) did not have the same format as OP appointments and therefore a call needed to be logged and this was acceptable to be added. However Personal Diaries and HCP Activity appointment types (non-diaries) did not have clinic codes to send over to Netcall and this needed to be discussed as a next phased approach.</p> <p>On Friday 31st May 2024 during testing it was clear that this was not updated and gaps were still identified in the HCP Appointment types. We discovered on Monday that the call was closed and asked DHCW to update the status of the call. DHCW WPAS integration responded (email attached) a request for HCP appt XML) with the following:</p> <p>The call has been closed as this request for change is now in our normal change process. It will need to go through the WelshPAS Integration CAB and then be prioritised to see how this fits in with the rest of our workload. We would usually need 6-12 months lead time for these sort of requests. We will also need to do this in conjunction with Integration Services as they will have to pick up the data we will be sending.</p> <p>Following this we requested to have a meeting with DHCW as there might have been confusion around the type of appointments being discussed.</p> <p>A meeting took place yesterday (5th June) with DHCW and we discussed the following 2 issues:</p> <p>Issue 1 - HCP Contact (Direct Via HCP Activity) and Personal Diaries, could DHCW filter these messages, and stop Netcall receiving these codes as this will be the next phase of HL7 Feed. [REDACTED] provided some test examples of each appointment type during that meeting for DHCW to look at the codes and find a way of filtering these out.</p> <p>Issue 2 - We continue with OP Appointment (via clinics/diaries) and HCP Appointment (via clinics/diaries) to feed through, however there are gaps in the HCP Appointment messages involving the following fields: PREF_CONSULT_METHOD CONSULT_METHOD VIRTUAL_TYPE VIRTUAL_CONTACT_DETAILS</p> <p>Digital Services have requested DHCW to provide a formal explanation to the risks of HCP Appointments not being updated as OP appointments and what impact this would have with the schema (we are waiting for this to be sent to us), plus has asked them to clarify if all HCP and Personal diary activity can be suspended and just enable Outpatient Consultant led appointments.</p>	<p>This was escalated to the Director and a formal decision has been confirmed that we will press ahead with the OP consultant led appointment activity so that we can continue to go live in July. We will aim to move ahead with the HCP activity as a 2nd phase approach once the both missing fields are resolved (appointment method and clinic code). We also asked Netcall what notice they will require to build this back in once ready.</p> <p>Testing to commence on Nov 20th 2024, will summarise the testing session and generate new issues if they rise out of the session.</p>	Nov-24	<p>25/10/2024 - 24/09/2024 DHCW informed HDD that it appears that DHCW do not need to redev the flow, just reapply the first version built to the UAT environment. The DHCW team are to build this in the current sprint window which is due to finish at the end of Sept. DHCW will co-ordinate with InSe and WPAS to get the updated flow to you the following week if this agreeable to you all. Dates provided by DHCW of when this could be available from 16th Oct onwards, due to WPAS upgrades. TP has sent a chaser today for an update.</p>
Closed	HP010	Digital Project Lead	ReadSpeaker	07.06.2024	<p>DHCW have informed us that their contract with ReadSpeaker will be coming to an end on 30th June. It's a possibility that they won't have a replacement in time for 1st July but Comms from HDD are keeping us up to date, and will make sure whatever product they procure is fit for purpose. We asked Netcall the impact of this towards the project plan. Netcall informed us that this wouldn't have been ready for live due to the time it took to get access to the licence. Netcall have also provided this feedback: <i>Until a decision is made on if ReadSpeaker will continue or not, we will need to put the development work on hold for it. If the decision is made to continue the contract with ReadSpeaker, please let us know as soon as possible so I can alert the dev team who will pick this work back up.</i></p> <p><i>If another supplier is chosen either now or in the future, we will not be able to change the integration without at least a 3 month lead time.</i></p>	<p>07.06.24 - This has been escalated to the Comms, who have fed back the following: (can answer some of that, DHCW were trying to establish if they could extend for a short term but have not confirmed that yet (initially they advised it was for an additional 2 years).</p> <p>The provisional dates have shifted as they needed to give the Service Board Members a chance to comment on the specification, and I think they're due to meet procurement this week (or next) to get it online asap for tenders. It may be that ReadSpeaker is just extended for another 2 years, but not sure any evaluation of the tool has been undertaken and it was felt there could be better alternatives available.</p> <p>This has been escalated to the Comms Director as a HB Wide issue with this function possibly not being available with other projects too.</p>	28th June 2024	<p>25/10/2024 - DHCW informed HDD on 10/09/2024 that the contract was awarded to ReadSpeaker. On 08/10/2024 - DHCW informed HDD that patienthub-hdhub concrete app is in the list of authorised URLs for ReadSpeaker.</p>
Open	HP019	Digital Project Lead	HCP HL7 Feed	22/11/2024	<p>HL7 test on 20/11/24 to test the feed on the following areas: 1.1 - HCP Diary bookings - passed 1.2 - HCP Activity bookings (via personal record / direct contact) - failed 1.3 - Personal Diary bookings - failed</p> <p>We discovered errors in the clinic code in 1.2 and issues with 1.3. DHCW to solve the issues within the messages. DHCW continues to delay our ask in the feed and therefore continues to impact the project plan.</p>	<p>DHCW to update the messages to have it the same as OP feed.</p>	01/07/2025	<p>30/04/2026 - HDD chased for an update. DHCW are planning to discuss today. 20/04/2026 - HDD informed DHCW that contract with Netcall has a deadline until end of May, therefore this needs to be completed by end of April. DHCW confirmed that InSe will look into the changes as soon as the two colleagues return from leave. 13/04/2026 - DHCW informed that changes into PROD will be delayed due to certain colleagues from InSe on leave all throughout April. 26/03/2026 - Changes to be deployed into PROD. 18/03/2026 - HCP test successful. TP informed DHCW and logged SP tickets for change to be implemented into PROD. 11/03/2026 - Test planned for 18th March with Netcall. Feb 2026 - DHCW continued to work on the issue with the feed and was given the go-ahead on 27th Feb to retest with Netcall. 29/01/2026 - Testing failed due to the same issue of the clinic code and clinic description not in the right place. The current messages are receiving the SCH12 2 AND 12 4 in the wrong place, therefore it is failing as Netcall requires segments SCH15 3 AND 15 9. The following action is required: The data from SCH 12 4 to be sent into field SCH15 3 (which is the clinic code and the initial of the Consultant) And the data from SCH 12 2 to be in SCH15 9 (which is to be the clinic description but in the case the consultant's name again). TP informed DHCW that this is failed, Netcall provided a quick feedback document of the issue. All the other HCP testing passed. TP sent over the feedback document to DHCW. [REDACTED] leading at DHCW's side with this project. received the email and has forward it to relevant teams. TP expressed to KW that this is an issue that will impact our savings plan.</p> <p>26/01/26 - TP asked DHCW for an update on the SP call. DHCW confirmed that the change has been deployed in UAT and good for testing. Testing with Netcall booked in on Thursday 29th Jan. 22/01/2026 - DHCW confirmed that they sent updated same messages but with the fix of clinic code and description to be added. TP to check with Netcall if this is what they received. Netcall confirmed it worked. TP asked for this to be implemented to all appointment types. DHCW requested HDD to log a call to request change to be deployed in UAT. ServicePoint Call 10130993. 21/01/2026 - TP trying to confirm if DHCW applied the fix of SCH 12 2 AND 12 4 was in correct place. 19/01/26 - Netcall reviewed the messages, which were unsuccessful, therefore DHCW looked at the message again and applied a fix, then resent through OPA for Netcall to check again. 15/01/26 - 3 messages generated, DHCW looked at said filtering can be done, but the resource required to implement this change will take time. DHCW had another option to fill in the clinic code and description with a duplicate of the HCP details. This was tried and tested. TP asked Netcall to review the changed (cloned code) message to see if that has worked. 12/01/26 - Meeting between DHCW and HDD arrange and agreed to generate 3 messages from each HCP method for DHCW to look at the code/fielder detail to determine if filtering can be achieved. Review call on 15th. 08/01/26 - No issue with the personal diaries, there will need to be a clear SOP around cancelling and adding new appointments as the function to change an appointment in personal diaries is not available. DHCW have also responded saying that filtering will have impact issues on the remaining feed. DHCW to discuss this further. 05/01/26 - DHCW and HDD looked at the filtering option to see if Direct Contact feed can be filtered out. 18/12/25 - Direct Contact feed failed, therefore a decision needs to be made on next steps to continue without it. Personal Diaries had an issue when changing an appointment, but this could be a quick fix in WPAS. TP to log a call with PAS team to investigate. 04/12/2025 - Internal testing successful, plans to go ahead to test with Netcall 18th Dec. 26/11/2025 - Dates agreed with all parties to have main testing session on 18/12/2025 and internal review testing on 04/12/2025. 21/10/2025 - planned dates have been deferred to a week later due the NHS Wales App roll-out, but this is clashing with FLOW release, and therefore no resource is available this could potentially be pushed until December/Jan 2026. 17/09/2025 - Confirmation from DHCW that the change is now ready in UAT to test. TP to arrange testing. 03/09/2025 - DHCW provided the following update: [REDACTED] Had a quick catch up with WPAS this week. Dev resource has not to resolve further live issues last week but is actively working on the NetCall activities since then - its proving time consuming to make sure the changes don't have detrimental impacts to other PAS instances, but the work is progressing, and dev seem happy they'll find a fix. Once dev is complete, some config work is needed to deploy it into UAT for you as well. I'll let you know once dev is complete. 26/08/2025 - DHCW provided the following update: [REDACTED] Just a quick update - last week, there was a live issue with another service (DTo) in CTM, which, as a live issue, was resourced to urgently resolve, utilising PAS resource. I've reached out to the PAS dev team today to ask if that is now resolved, but I'm confident NetCall is next on the to do list, assuming there's no further live issues. 13/08/2025 - DHCW provided the following update: [REDACTED] Quick update - The bug has been documented in DevOps, linked to the test report that [REDACTED] raised a few months ago. PAS have a fair idea of what they need to do, and we'll need to liaise with Integration Services to confirm the existing work they've done will still work with these changes to fix the personal diaries bookings bug. This should be in the next sprint and should be in a good position in the next fortnight. I need to understand a bit better when and how it will be deployed to UAT, because as referenced, PAS are refining their UAT and release processes to ensure there's appropriate release notes and comms, but I can't see there being significant delays in that area. Once we have a date for UAT start, we'll get PAS, InSe, yourselves and NetCall together to agree a testing date. 11/08/2025 - DHCW provided the following update: PAS's new processes involve standardised 2 week sprints, often include testing, but sometimes testing may spill into the next sprint if complicated. DHCW are going to ensure that they have all the documentation needed (user stories) and decide whether PAS want to take it back through CAB. Next CAB is 2nd September so I'll be pushing to see if we can get it prioritised into a sprint before then, so I can provide a better idea of timescales. 07/07/2025 - It has been agreed to retest HCP after the hub and WPAS upgrades. 20/06/2025 - TP and DHCW met over Teams to discuss and get an update on progress. DHCW have confirmed that it's ready to retest. TP to email all parties to arrange a test date. 04/06/2025 - TP logged call and sent feedback report from Netcall. ServicePoint Call 9799865. DHCW have confirmed to look into this. 27/05/2025 - Meeting with DHCW to run through issues - TP to log call once the report from Netcall arrives. 23/05/2025 - Testing and still had errors in the code, TP email DHCW. 04/04/2025 - DHCW emailed the go-ahead to retest. 13/02/25 escalated to CW with the delay from DHCW. TP sent an email on 05/02/25 following 2nd meeting with the following actions: 1 - DHCW to discuss and add the clinic code to the messages for direct booking and personal diaries. 2 - InSe to test in SIT and send messages over for Netcall to review. 3 - Following Netcall's feedback the change to be switched on in UAT for HDD (only) to test and sign-off. 4 - The change to be brought to CAB on 13th Feb for awareness to other HBs. 5 - Meanwhile DHCW to provide dates of when this can be tested/released in PROD. Another chaser was sent on 11/02/25 for an update on the above actions. 22/01/25 - 2nd meeting took place with DHCW, with a thorough discussion about the requirements were discussed. DHCW to look at adding new codes and testing in SIT. Chaser sent to DHCW on 09 Jan 2025 and requested a meeting to run through the requirements. 1st meeting on 9th Dec 2024 - HDD asked DHCW to review the testing summary of the codes gaps.</p>