

<b>Reference:</b>	FOI.6024.21
<b>Subject:</b>	An electronic signing tool
<b>Date of Request:</b>	18 May 2021

**Requested:**

1. Do you currently use any form of electronic signing tool?
  - a. If yes, who is your current provider?
  - b. When does the contract expire?
  - c. How much does it cost per year?
  - d. How many licences (users or transactions) do you have?
2. How many documents do you send for signature / approval annually?
  - a. What % are printed?
3. Are your signing processes primarily paper-based?
4. What is your current annual spend on paper, postage and document storage?
5. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?
  - a. If so, who is leading it?
6. How much employee time is it taking to create, send, chase and store documents that require signature?
7. How many employees do you have?
8. What percentage of employees work remotely?
9. Can you provide names and contact details for the following people within your organisation?
  - a. CIO / IT Director
  - b. Head of IT
  - c. Head of Digital Transformation
  - d. Head of Housing Operations
  - e. Head of Legal
  - f. Head of HR
  - g. Head of Legal Services
10. Do you currently use any of the following Microsoft applications?
  - O365
  - SharePoint
  - Teams
  - Dynamics
  - Power Automate
11. Do you use any Adobe products?

a. If yes, which ones?

12. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

- Human Resources
- Patient related
- Legal Services
- Email and Collaboration

13. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number?

14. Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?

**Response:**

1. Hywel Dda University Health Board (UHB) confirms that it does not use an electronic signing tool.
2. The UHB regrets to inform you that this information is not held.
3. The UHB confirms that its signing processes are primarily paper-based. However, some Senior Managers have an electronic signature which is saved as an image and can be electronically inserted into documents.
4. The UHB provides, within the table below, the total spend on postage, document storage and stationery, for the financial year 2020/21.

Item	Cost
Postage	£886,127.00
Document storage	£249,040.00
Stationery	£323,844.00

Please note, that paper costs are incorporated into the stationery costs, as these are not recorded separately.

5. The UHB confirms that it does currently have active projects intended to reduce the amount of paper-based processes.
  - a. The UHB confirms that Anthony Tracey, Assistant Director of Digital Services is leading on projects to reduce the amount of paper-based processes.
6. The UHB regrets to inform you that this information is not held.
7. The UHB confirms that there are 13,291 employees recorded on the Electronic Staff Record system (including bank and locum staff), as at 10 June 2021.
8. The UHB is unable to provide you with the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate level” as stated in the Freedom of Information

(Fees and Appropriate Limit) Regulations 2004. The “appropriate level” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, as well as locating, retrieving and extracting the information.

In order to provide you with the requested information, the UHB would need to contact all departments across the UHB to identify the number of staff that are home working, as this information is not recorded centrally.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit. However, under section 16 of the FoIA, we are required, as a public authority, to provide advice and assistance so far as it is reasonable, to individuals who have made a request under FoIA.

The UHB can confirm that all employees who have access to Microsoft Office 365 are able to access their emails from home, which enables some home working. Additionally, the UHB’s Information Communication Technology department have issued 2,947 remote access tokens to employees.

9. The UHB provides, within the table below, the names, job titles and email addresses of the current staff members that fit your request.

	<b>Name</b>	<b>Job title</b>	<b>Email address</b>
a.	Anthony Tracey	Assistant Director of Digital Services	<a href="mailto:Anthony.tracey@wales.nhs.uk">Anthony.tracey@wales.nhs.uk</a>
b.	Paul Solloway	Head of Digital Operations	<a href="mailto:Paul.solloway@wales.nhs.uk">Paul.solloway@wales.nhs.uk</a>
c.	N/A	Head of Digital Transformation	N/A
d.	Simon Chiffi	Head of Operations	<a href="mailto:Simon.Chiffi@wales.nhs.uk">Simon.Chiffi@wales.nhs.uk</a>
e.	Gaynor Kynaston	Head of Legal	<a href="mailto:Gaynor.kynaston3@wales.nhs.uk">Gaynor.kynaston3@wales.nhs.uk</a>
f.	Kim Warlow	Head of Workforce	<a href="mailto:Kim.Warlow@wales.nhs.uk">Kim.Warlow@wales.nhs.uk</a>
g.	Louise O’Connor	Assistant Director - Patient Experience & Legal Services	<a href="mailto:Louise.o'connor@wales.nhs.uk">Louise.o'connor@wales.nhs.uk</a>

10. The UHB confirms that all of the Microsoft packages listed are used across the UHB.

11. The UHB confirms that it does use Adobe products.

- a. The UHB provides, within the table below, the Adobe products used.

<b>Adobe product</b>
Adobe Premier Pro
Adobe InDesign
Adobe Photoshop
Adobe Acrobat Pro

12. The UHB provides, within the table overleaf, the current software systems in use across the UHB, for the services requested.

Service	System	Product names	Vendor	Version	Contract end date	Number of Licences
Human Resources/ Workforce	Rosterpro	Smart Roster	Kronos	19.0.100	3/2022	10,000
	Allocate	Healthroster	Allocate	11.0	3/2025	5,800
	TRAC	Trac Recruitment Management System	Civica UK Ltd	Not applicable	31/7/2023	10 system licences
	Intrepid	Intrepid	Hicom Technology	V10 Wales	System procured and managed by Health Education and Improvement Wales (HEIW).  Please contact HEIW directly for this information. Contact details have been provided below.	
	Allocate – Junior Doctor Monitoring	Junior Doctor Portal	Allocate	v.6.13.1	31/07/2021	10 admin
	Cohort	Cohort Version 10	Cohort software	10.18	31/11/2022 (optional 1 year extension)	25 plus 5 temporary licences still in place from May

	Hapi Benefits Portal	Home Tech/ Phone Salary Sacrifice Scheme  Benefits Portal	Lets Connect IT Solutions Limited	Not applicable	4/11/2023	Not applicable
	Medacs – Shiftwise system for Medical Agency Workers	Medacs Shiftwise – Medical Agency Workers Booking and Timesheet system & Direct Engagement	Medacs - Mastervendor	Not applicable	7/8/2021	Not applicable
	TempRE Liaison – system for Allied Health Professionals (AHP) and Healthcare Science (HCS)	TempRE Liaison – system for booking and timesheet authorisation AHP and HCS agency workers	Liaison	Not applicable	2/11/2021	112 currently in use across the UHB
	CAJE	CAJE	Zelis	Not applicable	31/12/2021	Not applicable
	Allocate – NWSSP Medical Job Planning	Allocate Health Suite e-job plan software	Softcat	7.0.0	30/12/2022	465
	T&A	Smart	Kronos	20.14.R2	March 2022	20
	Anaesthetics Rota System - Glangwili General Hospital	CLWRota System	Rotomap Ltd	2021	22/3/2022 Annual renewal contract	57 registered users

	Rota Master	RotaMaster, People+ Finance+	IQUS Ltd	I87	5 year contract  End date to be confirmed on the completion of onboarding. Work is currently in progress with estimated completion in 2021.	5 Admin and 300 staff/end users
	ESR – Payroll and E-learning	System managed by NWSSP. Please contact NWSSP directly for this information. Contact details have been provided below.				
Patient related	Welsh Clinical Portal (WCP)	Welsh Patient Administration System (WPAS)	Welsh Clinical Community Information System (WCCIS)	Systems managed by NHS Wales Informatics Service (NWIS). Please contact NWIS directly for this information. Contact details have been provided below.		
Legal services	Once for Wales – Datix reporting system	System managed by NWSSP. Please contact NWSSP directly for this information. Contact details have been provided below.				
Email and collaboration	Microsoft Office 365	System managed by NWIS. Please contact NWIS directly for this information. Contact details have been provided below.				

The UHB provides the Freedom of Information contact details for other NHS Wales organisations, from whom you can request any further information you require:-

HEIW: [heiwenquiries@wales.nhs.uk](mailto:heiwenquiries@wales.nhs.uk)

NWIS: [nwis\\_foirequest@wales.nhs.uk](mailto:nwis_foirequest@wales.nhs.uk)

NWSSP: [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

13. The UHB provides, within the table below, the details of its Senior Information Risk Officer (SIRO) and Caldicott Guardian.

	<b>Name</b>	<b>Email</b>	<b>Telephone number</b>
SIRO	Anthony Tracey	Provided at question 9a.	01267 283390
Caldicott Guardian	Dr. Philip Kloer	<a href="mailto:Philip.Kloer@wales.nhs.uk">Philip.Kloer@wales.nhs.uk</a>	01267 235151

14. The UHB confirms that there are many signature approval processes in use across the UHB, dependent on the work remit and department.

However, the UHB can confirm that it strives to comply with Data Protection legislation for all processes and procedures, including the appropriate signature process. Additionally, all staff complete mandatory training in Information Governance, ensuring General Data Protection Regulations (GDPR) are adhered to at all times.