

Reference:	FOI.20195.26
Subject:	Integration requests to Digital Health and Care Wales (DHCW)
Date of Request:	14 April 2026

Requested:

1. Integration requests submitted to DHCW
A full log of integration requests submitted by your Health Board to DHCW from 1 January 2021 to the date of this response.
For each request, please provide:
 - a. Date of request
 - b. System(s) to be integrated (e.g., WCCG, WPAS, eMPI, NDR, WCP, local systems)
 - c. Business justification summary
 - d. DHCW's response (accepted, declined, deferred, no response)
 - e. Target delivery date (if accepted)
 - f. Actual delivery date (if delivered)
 - g. Current status (delivered, in progress, abandoned, outstanding)

2. Elapsed time for outstanding requests
For each integration request not yet delivered as at the date of this response, please state the elapsed time since the request was submitted.

3. Operational impact assessments
Any documents produced by the Health Board recording the clinical, administrative, or financial consequences of delayed or denied DHCW integrations. This includes board papers, risk register entries, IR1 incident reports, and internal briefings.
Please redact patient-identifying information as required.

4. Workarounds
A summary of any workarounds the Health Board has implemented to compensate for DHCW integration failures, including locally-built systems, manual processes, duplicate data entry, or third-party solutions.

5. Costs incurred
The estimated direct cost to the Health Board (staff time, licences, third-party suppliers) resulting from DHCW integration failures, for each financial year from 2021/22 onwards.

6. Formal concerns raised
All formal concerns, escalations, or complaints the Health Board has raised with DHCW regarding integration delivery, 2021 to date.

Response:

1. & 2. Hywel Dda University Health Board (UHB) does not hold all of the information requested, as since January 2021 all integration requests are recorded on a DHCW system. As a result, any information relating to submitted, closed, completed and/or rejected requests is held by DHCW.

We therefore recommend that you re-direct this part of your request to the Freedom of Information (FoI) Team in DHCW, who should be able to help you with your enquiry. Contact details are as follows:

DHCW.FOI@wales.nhs.uk or alternatively in writing to: Digital Health and Care Wales, Ty Glan-yr-Afon, 21 Cowbridge Road East, Cardiff, CF11 9AD.

However, since August 2023, the UHB has been tracking open integration requests sent to DHCW. A copy of the open integration requests submitted to DHCW as at 21 April 2026, has been provided at Attachment 1.

Please note: this list may not be exhaustive and there may be other open requests with DHCW.

3. The UHB provides copies of the risks and issues recorded relating to DHCW integrations, at Attachments 2 and 3.

However, the UHB is withholding some personal information relating to third parties, as there is a potential risk of identifying individuals if this was disclosed. This decision has been made as it is not within the reasonable expectations of these individuals that their personal data, including signatures, would be released into the public domain by the UHB, redactions have been applied accordingly within Attachment 1.

This information is classed as personal data of a third party. Therefore, it is being withheld in accordance with the exemption set out in section 40(2) of the Freedom of Information Act 2000 (FoIA), by virtue of section 40(3)(a) of the FoIA, which permits a public authority to withhold personal data other than the requestor's where the disclosure would breach Data Protection principles.

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (UK GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

4. & 5. The UHB does not hold the requested information, as it is not recorded.
6. The UHB confirms that it has not escalated matters or raised any complaints in relation to DHCW integration delivery, during the period 1 January 2021 to 14 April 2016.