

Reference:	FOI.8300.22
Subject:	Transfer to the Datix Cloud IQ system
Date of Request:	21 February 2022

Requested:

General overview of The Datix CloudIQ management and administration

1. What is the name of the team that oversees the administration and management of The Datix CloudIQ in your organisation.
2. For staff involved with the management and running of The Datix CloudIQ please provide a table showing staff titles, pay grade banding and hours worked with a summary of what the roles are, e.g. Head Of Risk Management, Pay Grade Banding 8b, full time 35 hours a week, description.
3. Please provide a organizational structure showing those roles and management responsibilities.
4. Has your organization recruited additional staff members to support The Datix CloudIQ or does it have plans to? Please provide details on what roles and pay grade banding if the answer is yes.
5. In the 6 months prior to your organization introducing The Datix CloudIQ what percentage (%) of each staff members time was spent on preparation for the introduction of The Datix CloudIQ and what percentage was spent undertaking they're usual working responsibilities.

Training for The Datix CloudIQ

6. Please provide a summary of how your organization approached training requirements to train staff for using The Datix CloudIQ.
7. What provisions for training your organization's staff were made available by the The Once for Wales Concerns Management System Programme.
8. Were any additional staff outside of the Datix management team listed in question 1 utilized to support training for The Datix Cloud IQ, e.g. Digital Learning teams, additional administration staff, utilization of clinical staff unable to undertake usual patient facing care and requiring non permanent redeployment. Please record this in a table with pay grades and hours worked in the same format as the answer to question 2.
9. On which date did your organization introduce The Datix CloudIQ.

User access for The Datix CloudIQ accounts

10. How many staff members in your organization have an account for The Datix CloudIQ.
11. Please provide this figure as a percentage (%) of staff employed by the organization as a whole, e.g., if 100 staff members have Datix accounts and there are 1000 staff employed in the organization that will be 10% of staff with accounts to access The Datix CloudIQ.
12. Please provide a summary of your process for new staff members who require an account for The Datix CloudIQ.

13. Please provide a summary of your process for closing accounts on The Datix CloudIQ of staff members who are no longer employed by your organization or who have changed jobs and no longer require access.

Information Governance for The Datix CloudIQ accounts

14. Have processes for account management and access to confidential information on The Datix CloudIQ been approved by your organization's Information Governance department in line with NHS Wales Information Governance Policy.

15. What restrictions are in place to stop a staff member with an account on The Datix CloudIQ looking for private information on other staff members, politicians, celebrities and partners etc.

16. When did your organization last audit Datix or The Datix CloudIQ to review if confidential information was being reviewed appropriately.

17. Does your organization have an upcoming audit scheduled of the use of Datix or The Datix Cloud IQ to ascertain if confidential information is being reviewed appropriately.

18. Have any incidents been reported on Datix or The Datix CloudIQ relating to unlawful or unauthorised use of Datix or The Datix CloudIQ to access patient or staff information from January 2017 to December 2021. Please present information by calendar year, number of incidents and a brief description of the incidents and outcomes.

19. Have any incidents been reported on Datix or The Datix CloudIQ relating to unlawful or unauthorised use of any other patient or staff information systems from January 2017 to December 2021. Please present information by calendar year, number of incidents and a brief description of the incidents and outcomes.

General information on incidents and concerns

20. How many incidents were reported by your organization year by year from 2017 to 2021 (a five year period) and recorded on Datix/The Datix CloudIQ

21. How many concerns were received by your organization year by year from 2017 to 2021 (a five year period) and recorded on Datix/The Datix CloudIQ

22. How many claims were made against your organization year by year from 2017 to 2021 (a five year period).and recorded on Datix/The Datix CloudIQ

Overall impression of The Datix CloudIQ

23. Would your organization recommend the implementation of The Datix CloudIQ to other health organisations.

Response:

1. Hywel Dda University Health Board (UHB) confirms that the team that oversees the administration and management of the Datix Cloud IQ system is the Quality Assurance Information System (QAIS) Team.
2. The UHB provides, within the table overleaf, the job title, Agenda for Change (A4C) pay band, contracted weekly hours and a description of the role, for the staff that manage the Datix Cloud IQ system.

Job title	A4C band	Hours per week	Description
Senior Datix Officer	6	37.5	Responsible for Management of the team and the Datix Cloud IQ system on behalf of the UHB.
Datix Facilitator	5	37.5	Support the Senior Datix Officer in the management of the system.
Quality Assurance Information System Administrator	4	37.5	Provide administration support on the system and to the Senior Datix Officer.
Datix Assistant	3	37.5	Provide assistance with the validation of data and queries on the system.

3. The UHB provides a copy of its Organisation chart for the Quality Assurance and Safety Team (QAST), at Attachment 1.
4. The UHB confirms that it is considering recruiting an additional full time (37.5 hours per week), Band 3 Datix Assistant on a temporary six (6) month basis.
5. The UHB provides, within the table below, the percentage of time each staff member spent on preparation for the implementation of the Datix Cloud IQ system, during the six (6) months prior to the system launch.

Job title	Percentage
Senior Datix Officer	70%
Datix Facilitator	60%
Quality Assurance Information System Administrator	Joined the team 1 month before launch
Datix Assistant	0%

6. The UHB confirms that due to COVID-19 restrictions, all training has been undertaken using Microsoft Teams. For the first month following the launch of the system, group training sessions were undertaken daily and a support session was also provided daily for staff members to raise queries or issues. Group training was reduced to two to three (2-3) times a week for two to three (2-3) months and has continued to be undertaken two to three (2–3) times per month since.
7. The UHB confirms that the Senior Datix Officer has access to user guides on the Once for Wales (OFW) Resource Library, with information being cascaded to the team where required. However, the guidance is tailored for Local System Leads and needs adapting for the system end users.

8. The UHB confirms that additional assistance and support with training on the Datix Cloud IQ system was provided to the team by the Head of Quality and Assurance.
9. The UHB confirms that the Datix Cloud IQ system was introduced on 1 April 2021. However, due to several modules being implemented across all Health Boards in Wales over a period of time, you may wish to contact NHS Wales Shared Services Partnership (NWSSP) who rolled the system out, for further details. Contact details for the FOI Team in NWSSP are as follows:-

shared.services@wales.nhs.uk or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.
10. The UHB confirms that all UHB staff with an NHS Wales email address have access to report incidents on the Datix Cloud IQ system. Additionally, over 1,400 staff members have permission to view records on the UHB's Datix Cloud IQ system.
11. The UHB confirms that 13% of staff have accounts to access the UHB's Datix Cloud IQ system.
12. The UHB confirms that new staff members are asked to complete a user account form which is approved by their line manager. On completion, the new staff member is booked onto a training session. Permissions are provided to the system once that training session has been undertaken and completed in full.
13. The UHB confirms that the QAIS Team relies heavily on the services to provide it with details of staff members who have changed roles or left the UHB and no longer require access. When a notification is received, the QAIS Team checks if there are any open records which the staff member is assigned to as the investigator or reviewer, as these will need to be reallocated. If the staff member has left the UHB, then their permission is changed to a profile which denies them access to all modules and a request is placed with IT to remove them from the active directory security group. If the staff member no longer requires access but is still employed by the UHB, then their access is amended to be able to report an incident only.
14. The UHB confirms that its Information Governance (IG) Department has provided narrative that is included on the user account request form in relation to confidential information.
15. The UHB confirms that there are restrictions in place to stop staff members accessing confidential records they do not have permission to access. Staff members have their permissions restricted to their place of work eg. Ward 1 or a type of incident eg. IG incidents, ensuring they are only able to view records within their remit. There are locations set up on the system called 'Very Restrictive' and any highly confidential concerns or sensitive nature concerns are placed under these locations. Senior Patient Safety Team members are the only staff members, along with the QAIS Team, who would have sight of these incidents.
16. The UHB confirms that the Datix Cloud IQ system is reviewed daily by the Datix Assistant. It is their role to scrutinise each incident reported, ensuring the correct staff members have been notified and have had sight of the record and taking action to restrict access to the record, if deemed appropriate. The Datix Facilitator last undertook a review of the security groups and profiles on the system in October 2021, flagging any issues to the Senior Datix Officer. A timetable for quarterly reviews has recently been introduced, with the next review to be undertaken in March 2022.

17. The UHB confirms, as stated above, that the Datix Facilitator undertakes a quarterly review of the security groups and profiles on the system, flagging any issues to the Senior Datix Officer.
18. The UHB confirms that no incidents have been reported relating to unlawful or unauthorised access to patient or staff information on Datix or Datix Cloud IQ systems, during the period 1 January 2017 to 31 December 2021.
19. The UHB confirms that no incidents have been reported relating to unlawful or unauthorised access to patient or staff information on any other patient or staff information systems, during the period 1 January 2017 to 31 December 2021.
20. The UHB provides, within the table below, the number of incidents reported by the UHB, as recorded on the UHB's Datix and Datix Cloud IQ systems, for the calendar years 2017 to 2021.

Calendar year	Number of incidents
2017	14,487
2018	15,103
2019	15,607
2020	15,339
2021	16,852

21. The UHB provides, within the table below, the number of formal complaints the UHB has received, as recorded on the UHB's Datix and Datix Cloud IQ systems, for the calendar years 2017 to 2021.

Calendar year	Number of complaints
2017	26
2018	49
2019	146
2020	183
2021	319

Please note:- The numbers provided above do not include those concerns/complaints that were not upheld.

22. The UHB provides, within the table overleaf, the number of claims made against the UHB, as recorded on the UHB's Datix and Datix Cloud IQ systems, for the calendar years 2017 to 2021.

Calendar year	Number of clinical negligence claims
2017	79
2018	74
2019	70
2020	52
2021	97

23. The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings.

The FoIA does not cover information on opinion or recommendations. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question.