



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 15<sup>th</sup> June 2021  
Ein Cyf / Our Ref: 21-E-002

☎ 01639 648363  
✉ FOIA.Requests@wales.nhs.uk

[Redacted]

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

[Redacted]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 7<sup>th</sup> May 2021. Your request sought information relating to digital innovation.

**Digital Innovation Programmes**

- 1. Does the organisation have any digital innovation programmes that aim to develop digital tools and solutions to transform and improve processes in the below areas listed in the table? If yes, please provide details in the below table**

| Area   | Yes/No | Aim and Summary of the programme | Is the programme in collaboration with other NHS organisations or companies? |
|--|--------|----------------------------------|--|
| Talent Management e.g., Succession Planning, upskilling staff  |        |                                  |  |
| Initiatives outlined in the People Plan e.g., health & wellbeing, flexible working, learning & development |        |                                  |  |
| Private Patient Care/ Units  |        |                                  |  |
| Staff Task Management  |        |                                  |  |



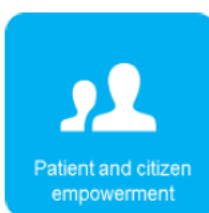
**Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR**

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

|                            |  |  |  |
|----------------------------|--|--|--|
| <b>Community Services</b>  |  |  |  |
| <b>Discharge Processes</b> |  |  |  |
| <b>Other</b>               |  |  |  |

Swansea Bay Health Board does not have specific programme of work directly aligned to the areas outlined in your request but please see below an overview of the Digital Delivery programmes that are in place. The Digital Innovation Programme is led by the Digital Leadership Group as outlined below.

The Health Board has established 6 Digital Transformation Programmes of work to deliver change and an overarching essential Digital Enabling Programmes to support delivery. Each programme area will work to digitally enable care, health and well-being.



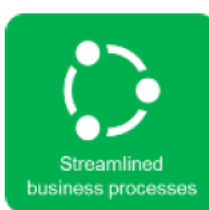
Enabling the citizen to take responsibility and play an active role in their care is critical to the delivery of sustainable NHS services. Allowing citizens to manage their condition themselves through the co-development of condition-customised care programmes, access to self-help resources, virtual health coaching and monitoring of health status and outcomes, will promote self-management and lead to improved patient outcomes. Delivering a digital experience in Outpatients.



Transforming the patient's journey through the inpatient setting by providing clinicians with electronic systems and tools designed with the patient's care co-ordination and communication at the centre. Optimising inpatient flow will improve the safety and quality of care for our patients and ensure better outcomes by reducing the harm, waste and clinical variation inherent in current paper based system.



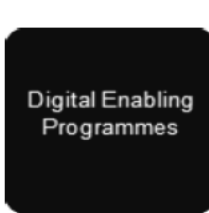
This programme focuses on enabling staff across Secondary care, Primary Care, Community, Mental Health and Learning Disabilities, and Social Care and other partners to be able to share information and manage whole system flow. This will facilitate SBUHB and our partners to transform the way we work together and pool resources to best support the health and wellbeing and care of our citizens



Enabling staff across the Health Board to reduce the time spent on administrative processes, providing more time for value added activities. This ranges across all clinical and administrative functions of the Health Board. The programme will maximise the opportunities of Microsoft Office 365



Enabling the utilisation of the data we capture within our digital solutions to support evidence based decision making.



Providing the firm digital foundations to deliver transformation. Clinicians are becoming more and more reliant on digital solutions to facilitate the provision of high quality care and this dependency will only increase. SBU are therefore focussing on ensuring our digital services are resilient and secure



We are working with the Digital Health & Care Wales (DHCW) on the National Programme and to procure further solutions with external providers.

**2. Does the organisation have a charity that supports or provides funding for digital innovation at the organisation? E.g., Imperial College Healthcare NHS Trust has the charity Innovate at Imperial.**

The Health Board has a general charity - the "Swansea Bay Health Charity". This is to support the Health Board as a whole, not specifically for digital innovation. If a bid was made to the charity for funding towards digital innovation this would be considered by the Trustees if it met the charity's objectives. It would be assessed using the same criteria that all bids for funding are assessed by.

**Innovation Stakeholders and Team/Departments**

**3. Who is the lead for digital innovation at the organisation? Please provide their name and job title**

Matt John  
Director of Digital

**4. Who is the lead for strategy at the organisation? Please provide their name and job title**

Sian Harrop-Griffiths  
Director of Strategy

**5. Who is the lead for strategic performance at the organisation? Please provide their name and job title**

Darren Griffiths  
Interim Director of Finance and Performance

**6. Who is the lead for transformation at the organisation? Please provide their name and job title**

Hannah Evans  
Director of Transformation

**7. Who is the Chief Information/Technology Officer at the organisation? Please provide their name and job title**

Matt John  
Director of Digital

**8. Does the organisation have a team/department that handles digital innovation?**

No

**a. If yes, please name these teams/departments and the members names and job titles.**

Not applicable – this is dealt with within Digital Services

**9. Does the team/department develop front facing service user websites/apps?**

No

**a. If yes, please state the websites/apps developed and their use.**



All public facing development is currently delivered by third parties such as the Swansea Bay Patient Portal, or the national team.

**10. Have the team/department ever applied for external tenders for healthcare developments?**

No - we have an in-house development team that develop small in-house Healthcare developments required by the Health Board. DHCW develop software solutions to meet the requirements across NHS wales. Any solution sourced outside of these arrangements tend to be off the shelf solutions.

**a. If yes, please state which external tenders.**

Not applicable.

**11. Have the teams/departments ever done developments for other organisations/external entities?**

Yes

**a. If yes, please provide details on the developments**

- Welsh Nursing Care Record (WNCR) – Swansea Bay are the strategic development partner of the WNCR, a national solution managed by DHCW.
- Document Management System (DMS) – our document management solution is used by Velindre Cancer Centre.

**12. Have the teams/departments ever sold a development it has produced commercially?**

No

**a. If yes, please provide details of the development sold**

Not applicable.

**13. Have the teams/departments ever attempted to secure an innovation grant?**

No

**a. If yes, please state which innovation grant and if they were successful**

Not applicable.

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.



Yours sincerely

A handwritten signature in black ink that reads "P. a. wenger". The signature is written in a cursive style with a large initial "P".

Pam Wenger  
**Director of Corporate Governance**

