Sandwell and West Birmingham Hospitals NHS

NHS Trust

DIGITAL MAJOR PROJECTS AUTHORITY COMMITTEE AGENDA

Venue Room 13, Education Centre, Sandwell General Hospital **Date** 28th June 2019, 1300-14:30

Members Present:

Ms Marie Perry (Chair)	(MP)	In attendance:
Ms Raffaela Goodby	(RG)	
Ms Nicola Taylor	(NT)	
Martin Sadler	(MS)	
Ms Kam Dhami	(KD)	Committee Support:
Mr Toby Lewis	(TL)	Mrs Patricia Lee (PL)
Ms Rachel Barlow	(RB)	
Richard Samuda	(RS)	
Mike Hoare	(MH)	
Siten Roy	(SR)	

1. Introductions [for the purpose of voice recording].	**Verbal**
Introductions were given.	
2. Welcome, apologies and Declarations of Interest	**Verbal**
Apologies were received from Amanda Geary. There were no declarations of interest recorded.	
3. Minutes of last meeting held 26th April 2019	**DMPA (06/19) 001**
The minutes of the meeting held on 24th May 2019, 2019 were accepted as an accurate record.	
4. Matters arising	**DMPA (06/19) 002**
The following actions were noted as follows: *DMPA (05/19)004 Bring to the next Committee meeting a report on team competence within Unity.* It was confirmed that this item appeared within the Go Live criteria paper. *DMPA (05/19)004 Provide a list of digital champions for Unity to the next Committee.* RG confirmed that she would provide a list and an update would be included within the People & Exception report. *DMPA (05/19)004 Infrastructure – Specialist external audit to be commissioned in February / March 2019 to review risk.* TL advised that this would be circulated today. *DMPA (05/19)005 Circulate the list of 60 areas where the scanning issue would be affected.* TL advised that a Citrix fix had been identified which worked within the timescale. *DMPA (02/19) Back office solution to be presented at next meeting.* TL advised that the Cerner contract had been signed. *DMPA (5/19)001 Present report from Telephone outage.* TL advised that this report would be represented in July 2019. *DMPA (08/18) Create plan to transfer to the cloud.* TL advised that the timescale for the plan would be reported at the next Committee.	

DMPA (02/19) Synchronised time source to be investigated.

MS advised that the synchronised time source had been installed and the systems were currently being configured, and this was on track for July.

DMPA (05/19)005 Look into achieving all printer implementations by the beginning of August.

MS advised that this was on track and there were no showstoppers around this item.

5.	Penetration test highlight findings	Verbal

MS advised that the penetration testers remained on site and had not yet completed their activities, but had so far highlighted four areas as follows:

1. File sharing.
2. Weak passwords.
3. Insufficient anti-virus updates on workstations.
4. Workstation patches.

MS advised that their full report would be presented to the Committee at the next meeting.

MS cautioned that all machines should be locked prior to being left. TL advised that the penetration test was principally focussed on external actions.

Action: MS to bring the penetration test report to the next Committee.

6.	Strategic Board Assurance Framework: Controls	DMPA (06/19) 003

MS noted the paper and the following points were made:

- Several SBAFs had been identified, which were reviewed regularly within the informatics team.
- The latest review showed that the risks moved had reduced the likelihood of the risks, due to work carried out over the last 9 months, and that plans had been implemented to reduce impact should an issue arise.
- Contracts were in place to deliver spares and repairs and services on a 24 by 7 basis, especially for gold systems.
- The impact was also reduced for strategic risks.
- For SBAF8, a workshop took place for all areas to address digital ambitions, and over the next six months, informatics would be working with all the directorates in order to build a five-year digital plan, starting from March 2020.
- The digital plan would incorporate the activities required to achieve Midland Met standards.
- It was agreed that the timescale for the digital plan would be to December 2019.
- For SBAF16, it was agreed that there was a limited position by way of assurance.

Action: TL to investigate and clarify gaps and actions for Strategy Risk SBAF16.

7.	IT Turnaround including PRTG presentation	DMPA (06/19) 004

MS noted the paper and the following points were discussed:

- The telephone outage.
- Hardware replacement.
- Whether it is possible to monitor the hardware will be investigated.
- We are having a review of all the switches and looking into changing those which were overdue.
- Moving away from the ageing telephone system.
- The current bleep system.

Discussion commenced around the IT department and its achievements over the last 9 months. MS advised that in terms of instability, and the ability to recover quickly, reliable processes and procedures were in place.

MS added that some of the IT infrastructure was not satisfactory for a modern hospital.

RB questioned if there were additional critical infrastructure items that had not yet been surveyed, which may have not been understood.

MS explained that the critical infrastructure was categorised as telephony and networks, which the IT team felt were acceptable.

MS added that the next part of critical infrastructure to consider was the physical locations, where the service would be hosted, and that the plan to use the cloud would mitigate any risks that the Trust may face.

8. People – Exception Report	DMPA (06/19) 005

RG noted the presentation and the following points were made:

- 98.5% of training was complete, all substantive members of staff had completed their first set of training.
- There were 220 members of staff yet to be trained, and these were being chased.
- The 28-day challenge set of competencies included 2,294 members of staff who needed to complete their individual competencies.
- It was confirmed that the version which had been used for training was the version that would go live
- There were 595 digital champions identified, and it was envisaged that they would be the go-to people, providing support during go live and now.
- The digital champions would sit within their professional area and were mapped to the Go Live criteria. There were 414 trained or booked to be trained as digital champions.
- Superusers would be trained comprehensively, taking 4 days, and there were 256 of them, mapped to where they need to be.
- Whilst the superusers were not critical for go live, it was stressed that they would be highly critical to the optimisation process.
- Go live resources would be presented to this Committee at the next meeting, on 19th July 2019.
- The play domain take-up was disappointing but should accelerate in the coming months.

9. Unity Technical Readiness	DMPA (06/19) 006

MS noted the paper and the following points were made:

- Wireless and wireless access points roll-out continued.
- Mediation activities were almost complete.
- Rowley Regis Hospital now has functioning Wi-Fi.
- The challenges were understood, and Wi-Fi was on track to complete by the end of July.
- Network bandwidth was complete.
- Citrix had been successfully tested and both issues were resolved. Citrix was being rolled out.
- Using Citrix was not a long-term-strategy; however, the version was relatively new, and

would be supported for several years.

- The Trust was on track with HSDN, and the one gig lines had been implemented.
- The Trust was on track with regards to 5G.
- The printing solution works were currently under installation and would take until the end of August 2019.
- Every computer or device will print to at least two printers.
- It was confirmed that follow me printing worked on the Ricoh machines.
- Remote access and Community access was resolved and would be rolled out to 1,000 users in due course.
- Tap in tap off roll out timeline needed to be agreed.
- An integrated dashboard would be available, looking at group directorate and departmental level.
- As part of the utilisation of the optimisation data, distinctive information around users would be supplied.

10. Tap in Tap out proposal	DMPA (06/19) 007

MS noted the paper and the following points were made:

- This process would make access in Unity simple and secure, allowing no delays.
- The software which the Trust had procured laid the foundations for single sign on across the Trust.
- A contract had been signed with Cerner, who confirmed that the Trust's plans were achievable.
- It was confirmed that temporary staff would have a card registered against their name and handed back on completion of their assignment to the hospital.
- The single sign on solution will continue to be worked on.

11. Unity Criteria and Performance	DMPA (06/19) 008

RB noted the paper and the following points were made:

- The Trust level category would be close to finalisation by the end of July.
- Directorate / Departmental level would be linked to engagement and communication.
- RB called out team competencies, and the fact that an individual could belong to more than one team, and still be assessed.
- Handovers within team competencies were discussed.
- Outpatients with regards the Unity criteria were discussed.
- Exception about patients was discussed.
- It was conveyed that General Managers would be asked to work with the medical staff to have a collective conversation and check that the group of medics were competent in this area.
- An opportunity for DGM's to start managing digital competence was identified.
- It was confirmed that the pass mark would be an independent, unannounced visit.
- Individual assessments would be scheduled throughout August. These would be carried out by the management team, different leaders and different champions.
- RB advised that she and RG would set up reporting and circulate training videos to all concerned.
- The Unity team would not set the standards, a business owner from operations and a business owner who was a clinician would be allocated as DGM's.
- RB agreed to check outpatient procedures and the Cerner product.

Action: RB to investigate the Unity set up with regards to outpatient procedures.	
12. Meeting effectiveness / matters to raise to Trust Board	**Verbal**

The Chair established that the meeting had been considered effective.
 	
Matters to be raised to the Trust Board:
   o The good news regarding tap in tap out.
   o The good news regarding Unity 14.	

13. Any Other Business	**Verbal**
No other matters were discussed.	
Details of next meeting	**Verbal**
The next meeting will be held on Friday 26th July 13-14:30, Room 13, Education Centre, Sandwell General Hospital	

Signed   ………………………………………………………………………………………………….

Print   ………………………………………………………………………………………………….

Date   ………………………………………………………………………………………………….