

Freedom of Information Request	FOI 22-114	14 <sup>th</sup> March 2022
--------------------------------	------------	-----------------------------

**"Under the Freedom Of Information Act 2000 I wish to make the following enquiries about The Datix CloudIQ system which has been implemented across Wales within your NHS organizations. <https://nwssp.nhs.wales/all-wales-programmes/once-for-wales-concerns-management-system/cloud-based-platform/>**

**My questions are below**

**General overview of The Datix CloudIQ management and administration**

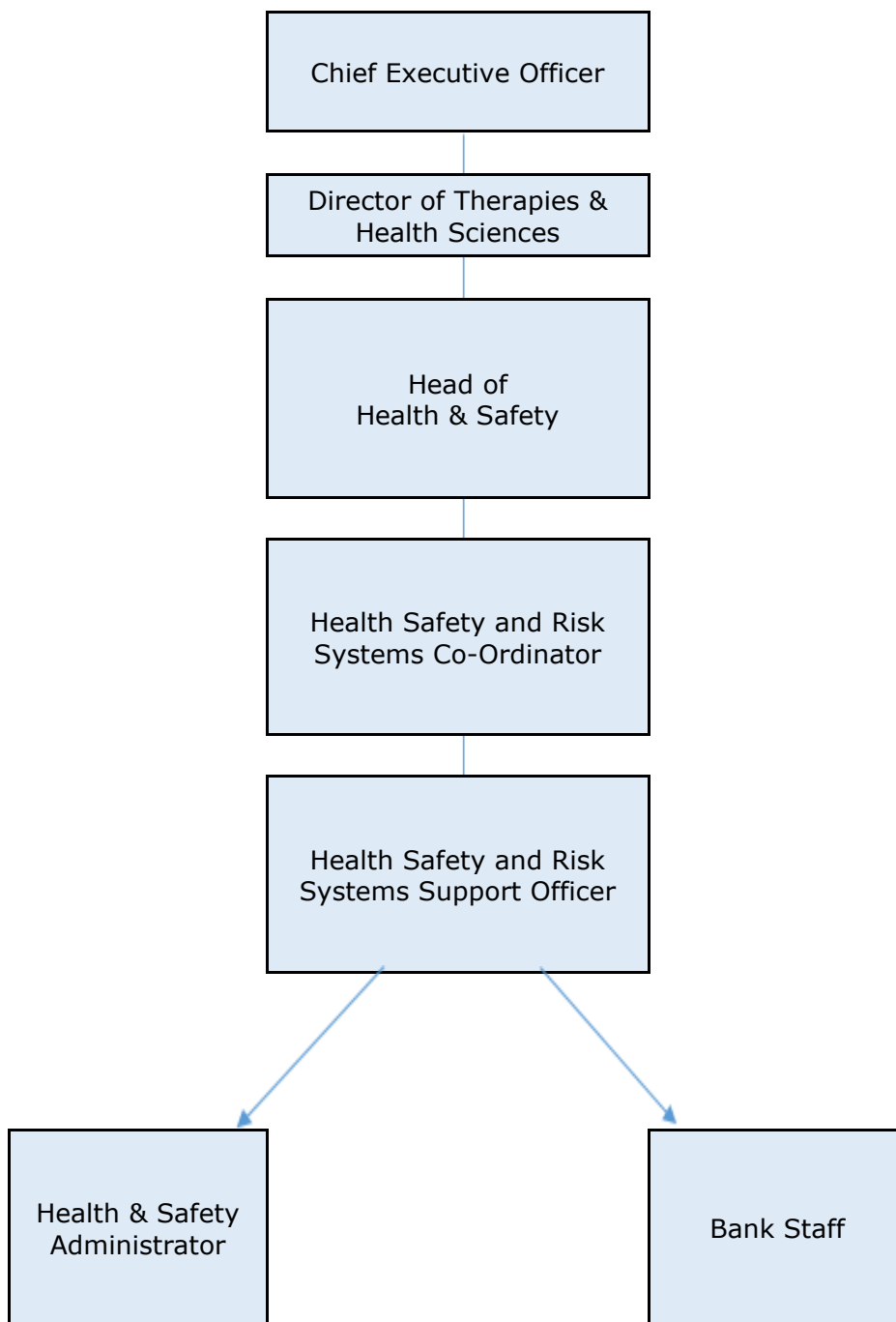
- 1. What is the name of the team that oversees the administration and management of The Datix CloudIQ in your organization.**  
 Corporate Health & Safety Department
- 2. For staff involved with the management and running of The Datix CloudIQ please provide a table showing staff titles, pay grade banding and hours worked with a summary of what the roles are, eg Head Of Risk Management, Pay Grade Banding 8b, full time 35 hours a week, description.**

Title	Band	Hours	Responsibility
Head of Health and Safety	8b	Full time	Single point of contact for organisation and overall managerial responsibility for the Datix system
Health Safety and Risk Systems Co-ordinator	5	30 hours	Local support for the system, dealing with training, enquiries, setting up users, reports administration, service, and location updates, monitoring of system upgrades and updates

Title	Band	Hours	Responsibility
Health Safety and Risk Systems Support Officer	4	33.75 hours	Assistance with the management of the system dealing with training, enquiries, setting up users
Health & Safety Administrator	3	Full time	Review of complete records to ensure all relevant fields have been completed accurately
Bank Staff (Temporary)	3	21 hours	Validation of Incidents

Please note: Full time hours are 37.5 hours per week.

**3. Please provide an 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.**

Yes, please refer to Q2. Future plans are being considered to recruit a permanent Band 3 administrator on a full-time position

**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.**

- Head of Health and Safety = 50%
- Health Safety and Risk Systems Co-ordinator = 90%
- Health Safety and Risk Systems Support Officer = 60%

### **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.**

A training plan was developed with the target audience being the registered users who were previously identified via the DatixWeb system.

**7. What provisions for training your organization's staff were made available by the The Once for Wales Concerns Management System Programme.**

Assistance was offered for training if required. However, the Health Board did not require this.

**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.**

No.

**9. On which date did your organization introduce The Datix CloudIQ.**

Claims & Redress Modules = 1<sup>st</sup> August 2021

Feedback Module = 1<sup>st</sup> October 2021

Incidents Module = 1<sup>st</sup> December 2021

### **User access for The Datix CloudIQ accounts**

**10. How many staff members in your organization have an account for The Datix CloudIQ.**

All staff within the Health Board have access to the system as this is linked to the ADFS.

1,696 users have managerial access.

**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.**

11% of staff employed by the organisation have managerial access to the system.

**12. Please provide a summary of your process for new staff members who require an account for The Datix CloudIQ.**

All Health Board personnel have an account on the system. They log in with their username and password that is linked to their personal employment details.

To have managerial access a new user request form must be completed by the "new users" manager and submitted to the Corporate Health & Safety Department. Once approved their details are updated on the system from 'incident submission permissions' to 'managerial responsibility'.

**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.**

Due to current restrictions on the local system leads access the Health Board are unable to add in closed dates when accounts are closed. Therefore, an interim arrangement has been developed where services and locations for the user are removed and they are added to a profile for incident submission only. Their system user group is also updated to "reporter only".

**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.**

Yes.

**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.**

Only specific users have access to the contacts database. The contact information stored within the incident/claim/complaint is very limited.

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

Never.

**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.**

An Audit is planned. However, the Corporate Health & Safety Department are not currently aware if this element is part of the scope.

**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.**

No.

- 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.**  
No.

**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**

	<b>Incidents</b>	<b>Complaints</b>	<b>Claims</b>
<b>2017</b>	23,601	2,770	271
<b>2018</b>	22,633	3,108	333
<b>2019</b>	25,358	3,236	409
<b>2020</b>	26,250	3,010	540
<b>2021</b>	28,210	2,648	485

- 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**

Please refer to Q20.

- 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**

Please refer to Q20.

**Overall impression of The Datix CloudIQ**

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

The Health Board would suggest that other health organisations ensure the appropriate planning is completed and resources are available prior to implementing the Datix CloudIQ.