

**Edition Six**  
AUG 2022



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

Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

# BOARD INSIGHTS



**Welcome to Board Insights**, as members of the SHA Board, we all feel it's important to keep you updated with some of the work we are undertaking across the organisation and NHS Wales.

This edition comes from Independent Member,  
**Rowan Gardner.**

## **Annwyl gyfeillion/ Dear colleagues,**

The Board has been very active, since the last Board Insights edition from our Chief Executive Officer, Helen Thomas in June, and It is a pleasure to be asked to share an update with everyone.

A diary conflict had me in Westminster discussing health data and bioscience

economic policy and strategy meant that I caught the Board Development Session on a Teams recording. As I listened to the session, I reflected that I missed an excellent discussion of product development and integration challenges and opportunities.

After online working, it was a pleasure to visit the Cardiff DHCW HQ for a Board Engagement Session with the Service Desk team. Simon Jones, Chair and I were treated to a superbly prepared presentation describing the remit, responsibilities, and challenges of operating the Service Desk by Tracy Norris, Bryan Thomas and Vicki Latham and we were able to listen in to some support calls. I very much enjoyed our lively discussion particularly around the challenge of recruiting and retaining staff in the department. I was very impressed by knowledge, commitment, and professionalism of everyone that I met.

At the most recent [Digital Governance & Safety Committee](#) we received assurance on Information Governance, Informatics and Information Services activity. The Committee were informed that ISO 27001 accreditation has been extended to include all DHCW's operations. This is a very positive development for our organisation and reflects the significant work being undertaken.

As you know cybersecurity is critical to DHCW's operations, and all cybersecurity matters are discussed in private session. However, I will share that I was delighted to see that nobody had

entered information in the June Phishing email campaign. Well done everyone – you were applauded by me in the meeting. I have asked that we increase the level of “sneakiness” in future campaigns to test the organisation's improving skill. Cybersecurity is everyone's job, and the organised cyber criminals attack health organisations because of the data that we process and develop new tricks to fool us, so always be vigilant. Remember that if you do open or click on an email or text message and then realise it may be suspicious – **REPORT IT IMMEDIATELY.**

The July SHA Board Meeting Listening and Learning Story was an opportunity to hear from Screening Services and covered two initiatives to diagnose life threatening conditions that can be treated if detected early. It was fascinating to hear that the COVID-19 experience has improved the willingness of people to test themselves at home, which means that the numbers screening for bowel cancer have increased. We also heard the findings of the recruitment task force and their recommendations to drive recruitment in DHCW forward. You can [watch the recording of the meeting on our website.](#)

One the same day as the Board meeting, we held our First Annual General Meeting - You can [watch the recording of the AGM on our website](#).

The AGM is a milestone and an opportunity for us all to reflect on what we have achieved together and report to a public forum and invite direct questions from those who are interested in what we do and or fund us as tax payers.

The All-Wales Independent Member Digital Network also met chaired by David Selway in July 2022. The Network is proving to be an engaged community that is keen to learn from each other's experience and share best board practise. We had an excellent presentation on the Digital Medicines Transformation Portfolio and David chaired the lively discussion that followed with great skill. We reflected on how the forum was delivering value to the

Independent Member digital community in Wales and how it had improved understanding of the common priorities and activities across the participating institutions.

We hope you have a lovely Summer are we look forward to the next Board Meeting and continuing our work in 2022.

**Rowan Gardner**  
Independent Member

