DUMFRIES AND GALLOWAY
Health and Social Care

Dumfries and Galloway
IJB Audit and Risk Committee

10th June 2021

This Report relates to
Item 11 on the Agenda

Data Sharing Progress Report

Paper presented by Graham Gault & Graeme Mcilorum

For Noting

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List of Background Papers:	N/A
Appendices:	**N/A**

1.   Introduction

1.1   This report is to provide an update on the progress of data sharing between Dumfries & Galloway Council (DGC) and Dumfries & Galloway Health Board (DGHB)

2.   Recommendations

2.1   **The IJB Audit and Risk Committee is asked to:**

- **Note the progress made in delivering a data sharing solution.**
- **Note the additional data sharing and collaboration capabilities provided as a result of our response to the pandemic.**
- **Note the outstanding actions required to deliver embedded data sharing including the revised timetable (Appendix 1), and**
- **Consider a short pause to the programme of work to allow re-evaluation of the scope and governance arrangements, including appointment of a Project Manager as recommended by Chief Officers Group.**

3.   Background and Main Report

Data Sharing

3.1   Our initial Information Sharing Agreement was revised to align it with Scottish Government advice in 2019. The current Information Sharing Protocol (ISP) is regularly updated to meet the increasing data needs of our practitioners.

3.2   Appropriate data sharing is in place, albeit using regular manual data transfers, with practitioners from both organisations having secure access to an agreed part of each other's information.

3.3   With access to the NHS Orion Portal provided to Social Work staff a reciprocal arrangement was implemented to enable NHS staff to have direct access to DGC's Mosaic Social Care system. This arrangement is still in place.

3.4   The original concept was to have all information available through the Orion portal, however with only the information that needed to be shared, being shared, practitioners still needed to use their base systems for the majority of their needs, meaning they often had to work between two systems.

3.5   Improvements in system functionality and development of 'web services'

enabled the embedding of each other's information in real time. The adoption of this model of delivery provides a more effective solution for practitioners, with information being in their core system, and reduce the need for scheduled data transfers between system. This new concept was adopted by the Data Sharing Board in November 2019.

Collaboration

3.6   As well as the 'formal' data transfer between systems, there has also been a significant increase in the collaboration between practitioners enabled by the introduction of Microsoft Office 365 and in particular MS Teams into both organisations, with shared work spaces created.

Single Access Point

3.7   A further, more focused collaboration has taken place with the creation of a Single Access Point (SAP) for Social Care Services in the Irish Street offices. Based around telephony and network improvements, DGC now have a shared facility which combines previous contact numbers (including those from NHS) into a single prioritised telephony channel connected directly to a dedicated team who have access to all necessary systems.

3.8   This model fundamentally changes the approach to an integrated service with staff from both organisations based within a council base and working with a single set of processes and forms based within Mosaic. To facilitate this and to support the agile working approach within council environments, health staff are being issued with council laptops. This will allow all front-end information to be collated through the one system, Mosaic. The challenge is then how this information can be safely and securely passed across to the health system for follow up. This can be achieved from a council perspective and health colleagues are currently testing the potential to offer the correct permissions and access to systems through SWAN to support this approach.

Mosaic Online Portal

3.9   As part of the Mosaic system upgrade DGC have purchased a module which makes it possible for citizens to securely access their Mosaic information directly through the internet to view published information on services or raise queries/referrals etc.

3.10   Linking through My Account for identity verification a further opportunity is provided to share and update information. This will facilitate Social Work clients having secure access directly to selected personal forms e.g., care plans, financial assessments or assessment documentation. Additionally,

professionals in other services can be given access to the portal to either raise new requests or review/update forms. This would remove need to send e-mails for action and then subsequent upload of data on return. Social Work are considering the way forward with this feature.

Impact of Covid Pandemic

3.11   With services focused on the response to the pandemic it was inevitable that progress on the project would be delayed. The net effect is that the work has experienced a delay of between 8 and 9 months. These changes in completion dates are reflected in **Appendix 1**.

Summary of progress
Data Sharing Agreement

3.12   An updated data sharing agreement to reflect the 2nd level (2nd of potentially 4) of agreed data items is now completed and agreed between organisations. This additional information sharing will be implemented as part embedding information within systems.

Future Action	An update of the Information Sharing Protocol (ISP) i.e., the data to be shared, will be updated following a review of Home Teams needs.

Roll out/ Training

3.13   The rollout of the appropriate training has been completed.

Note	a 'relaunch' of training should be considered to ensure all staff are aware of the new functionality and access methods

CHI File Matching

3.14   Following the original data matching exercise in March 2020 to provide CHI numbers for Mosaic records, thus enabling data transfer, the progression to automated matching was delayed by the Covid pandemic.

3.15   The extraction of CHI matched records from Mosaic for the Portal is now in Final Test (May 2021) and is expected in the next few weeks. This is the last precursor to automated data sharing. However (at the time of writing this report) improvements in the upload into Mosaic of NHS information has identified a number of errors. New CHI records will continue to be uploaded manually until Serverlec improve the scripts
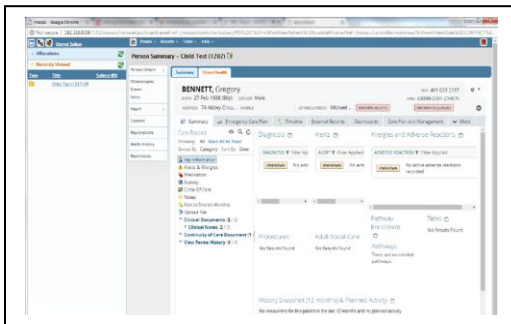
(Early June).

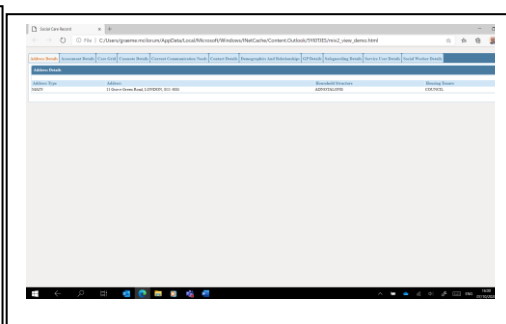| Action	Test upload of CHI data to Mosaic – end May 2021
Note	The matching to date only includes adults.
Future Action	It was agreed that an automation approach to replace the manual exercise to support sharing **Child Protection** and **LAC** information would be considered as part of future developments

Mosaic <> PORTAL embedded data

3.16   A Mosaic upgrade was undertaken by DGC in October 2020. This will provide the opportunity for real-time updating of data sharing between NHS and Social Work services data.

3.17   This will enable the opportunity see the relevant data embedded in each organisations prime system i.e. DGC will see NHS information with Mosaic via the External Information Viewer (EIV), and SWS data will be available in NHS Orion via the Mosaic Information Viewer (MIV). Anticipated views for each system are shown below:

NHS data in Mosaic   SW data in NHS Portal

3.18   The original scope planned for the embedding of SWS information into the NHS Portal (MIV) and allow SWS staff access to the portal, however in October 2020 it was agreed to pursue the new opportunity to have NHS information embedded into Mosaic, allowing SWS staff to view summary NHS information without having to leave their core system. This would replicate the data access arrangements provided to NHS staff through the portal.

3.19   Any shared information provided in the portal would be summarised information, so NHS staff were additionally provided with direct access to SWS's Mosaic system for more detailed information.

3.20   To date the embedding of SWS information into NHS Portal (MIV) has been completed.

3.21   While some initial work on embedding NHS data into Mosaic was carried out, this work has not been progressed.

Note	EIV – NHS data to Mosaic. Initial process defined. Mosaic EIV has been amended to work with CHI as required
Action	EIV – NHS data to Mosaic. Waiting contract & implementation by Orion to NHS Dev system – end of March 2021
Action	EIV – NHS data to Mosaic. Technical data testing – April 2021
Action	EIV – NHS data to Mosaic. UAT testing by end April 2021.
Action	EIV – NHS data to Mosaic– go live -early May 2021.
Future Action	Review SWS need to access more detailed NHS information

Data Protection Impact Assessment (DPIA)

3.22   The DPIA impact assessment is complete, however it is expected that it needs reviewed once the needs of 'Home Team' provision are established. This may also require a change to ISP.

Shared Chronology

Note	This was "parked" until agreed scope, specifications and content are agreed.
Note	It is noted however that individual chronologies exist in both systems and are available. There are opportunities to explore sharing of the Chronology of Significant Events for both systems.

General Feedback

3.23   Feedback from the staff on the ground is that this facility for accessing

NHS and Social Care Data is becoming critical to allow them to do their job in a joined up delivery model.

3.24   As part of our organisations response post COVID, there are a number of opportunities which need scoped, agreed information needs, and implementation timescales for inclusion into this work.

4.   Conclusions

4.1   There is no doubt that when this work is completed it will have made a significant difference in how information is shared between the two organisations. While progress is again being made with this programme, and there is, on completion of the embedding of data in each of the systems, an opportunity to pause and take stock not only of the delivered outcomes but also of the future management of this joint venture. While the technical issues encountered could not have been avoided, there were occasions when scope creep created misunderstanding and confusion. Governance on any continuing future work must be strong with clear remits, prioritisation, goals, and reporting lines identified to ensure effective communication of work completed and issues encountered.

4.2   To ensure ongoing focus and clarity appointment of a project manager as per the request of the Chief Officers Group should be the immediate priority.

5.   Resource Implications

5.1   Since its inception this project has been resourced from existing compliments. As the level of data sharing complexity increases consideration should be given to setting up a dedicated team.

5.2   The scope of taking this project forward has not yet been defined. Budget estimation should be carried out as part of the newly appointed project managers review as a priority when appointed.

6.   Impact on Integration Joint Board Outcomes, Priorities and Policy

6.1   This work will see the delivery of integrated services, however there are no changes to existing policies, priorities or outcomes

7.   Legal and Risk Implications

7.1   This project is centred around the sharing of confidential information in compliance with GDPR and the appropriate protection required. There is significant risk, unless properly managed, that accidental data release both internally and externally could occur.

8.   Consultation

8.1   This is an update report on project progress so consultation, other than with those involved in the project, is not required.

9.   Equality and Human Rights Impact Assessment

9.1   There is no change to policy so an EQIA is not required.

10.   Glossary

10.1   All acronyms must be set out in full the first time they appear in a paper with the acronym following in brackets.

DGC	**Dumfries & Galloway Council**
EIV	**External Information Viewer**
EQIA	**Equalities Impact Assessment**
GDPR	**General Data Protection Regulation**
IJB	**Integration Joint Board**
LAC	**Look After Children**
MIV	**Mosaic Information Viewer**
NHS	**National Health Service**
UAT	**Unser Acceptance testing**
SWS	**Social Work Services**

Appendix 1

Data Sharing Outline Programme

✅ Social Care Information Sharing

	Programme / Project	Current Position	Status	Progress	Actual Start Date	Original Due Date	Current Due Date	Update Note
	Information Sharing Protocol	✅ Completed	✅ Completed	100%	Apr 19	Sep 19	Dec 19	ISP reworked to meet new SG guidelines
	ISP Data Sharing 1 – Basic level	✅ Completed	✅ Completed	100%	Dec 19	Jan 20	Jan 20	Basic level 1 information agreed
	DGC Access to NHS Portal	✅ Completed	✅ Completed	100%	Nov 19	Dec 19	Dec 19	DGC staff enabled to access Orion directly
	CHI Number – Initial Manual Matching	✅ Completed	✅ Completed	100%	Nov 19	Dec 19	Dec 19	Initial manual seeding of CHI number into Mosaic to enable cross referencing between systems
	NHS Access to Mosaic	✅ Completed	✅ Completed	100%	Nov 19	Dec 19	Dec 19	NHS staff enabled to access Mosaic directly
	Initial manual data sharing.	✅ Completed	✅ Completed	100%	Nov19	Jan20	Jan 20	Initial manual sharing of SWS data
	ISP Data Sharing 2 – Intermediate level	✅ Completed	✅ Completed	100%	Jan 20	Feb 20	Feb 20	Level 2 data agreed to support use of more detailed information by practitioners
	CHI Number – automatic matching development	✅ Completed	✅ Completed	100%	Apr 20	Jul 20	May 21	Develop solution to auto match CHI to Mosaic records.
	CHI Number matching solution testing	▶ In Progress	⚠ In Progress	87%	Jun 20	Sep 20	May 21	Waiting for final version confirmation

Programme / Project	Current Position	Status	Progress	Actual Start Date	Original Due Date	Current Due Date	Update Note
CHI Number - Sharing Solution Implemented	🟢 In Progress	⚠️ In Progress	87%	Sep 20	Sep 20	May 21	Agreed CHI matching solution in final test
Mosaic System Upgrade	✅ Completed	✅ Completed	100%	Oct 20	Oct 20	Nov 20	To enable automated embedded data sharing, practitioner portal and self directed support
Test: Mosaic System – Practitioner Testing	✅ Completed	✅ Completed	100%	Oct 20	Nov 20	Dec20	Functional & configuration testing of upgraded system
MIV – mosaic info embedded in Portal	🟢 On Schedule	🟢 In Progress	100%	Nov 20	Jan 21	Apr 21	Final technical testing re speed issues with Severlec
MIV Test: Mosaic data embedded in Orion	🟢 On Schedule	🟢 In Progress	100%	Nov 20	Jan 21	Apr 21	Test functionality to embed Mosaic into Orion
EIV – NHS Info in Mosaic	🔴 Not Started	🟢 In Progress	0%	Nov 20	Jan 21	Apr 21	Held up – Orion contractual issue
EIV Test: Orion data embedded in Mosaic	🔴 Late by 2 weeks or more	⚠️ In Progress	6%	Nov 20	Jan 21	Apr 21	Test functionality to embed Orion data into Mosaic
MIV/ EIV Test: Embedded data with 'real' information	🟢 Not Started	⚠️ Unassigned	59%	Nov 20	Feb 21	Apr 21	Test functionality with 'real' data in test systems
'Go Live' with embedded data sharing	🟢 In Progress	🟢 In Progress	20%	Dec 20	Feb 21	May 21	Migrate solution to Live environment
Practitioner Acceptance testing	🟢 Not Started	⚠️ Unassigned	0%	Jan 21	Feb 21	May 21	Functionality and data availability test by practitioners

Programme / Project	Current Position	Status	Progress	Actual Start Date	Original Due Date	Current Due Date	Update Note
Training for new functionality	▶ Not Started	⚠ Unassigned	0%		Feb 21	May 21	
Data provision review – level 2	▶ Not Started	⚠ Unassigned	0%	Feb 21	Mar 21	?	Consideration of suitability of Level 2 data for operational use
Home teams data needs review	▶ Not Started	▶ Assigned	0%	Feb 21	Mar 21	?	
Further functionality specification	▶ Not Started	⚠ Unassigned	0%	May 21	Jun21	?	Determination of additional functionality eg chronologies needed for service delivery
Data Provision review – level 3	▶ Not Started	⚠ Unassigned	0%	May 21	Aug 21	?	
ISP Data Sharing 3 – detailed level	▶ Not Started	⚠ Unassigned	0%	May 21	Aug21	?	Level 3 Appendix to ISP document