



System Rheoli Pryderon
Unwaith dros Gymru

Once for Wales Concerns
Management System

Helping NHS Wales organisations to support
safety, learning and improvement in healthcare

Maria's blog

Dec2019

Maria Stolzenberg is the Once for Wales Concerns Management System Programme Coordinator. The OfWCMS Team will publish a regular blog to help keep colleagues up to date with the progress of the programme.

A new system for NHS Wales organisations

The Once for Wales Concerns Management System is a new approach to how NHS health boards and trusts in Wales report, record, monitor, track, learn and make improvements from incidents, complaints, claims, adverse outcomes, risks and events that happen in healthcare.

The programme was first established in 2017 by Welsh Government as part of its response to the recommendations set out in the report by Keith Evans "The Gift of Complaints". Following a scoping exercise and competitive tender, we have now appointed RLDatix Ltd to work with us to develop a Once for Wales Concerns Management system which meets the needs of all parts of the NHS in Wales.

Hosted by the Welsh Risk Pool, a central system team is led by Maria Stolzenberg, Once for Wales Programme Coordinator – who is responsible for adapting and developing the system to meet the needs of organisations.

Whilst the new system has features which are familiar to many staff – it's not Datix as we know it! The new system brings improved change and exciting opportunities, replacing the existing DatixWeb software with a bespoke cloud-based tool. The Once for Wales Concerns Management System offers a fresh approach to how we capture and use information for patient and staff safety across NHS Wales.

The Once for Wales Concerns Management System has many functionalities and a number of work streams have been setup to help identify how best to implement the new functionalities.

Improving how we handle complaints

The new system will commence with a roll-out of a new Complaints functionality – facilitating all services and departments to quickly identify issues and formulate a response in line with the legal duties placed on organisations.

Early Adopter organisations include Hywel Dda UHB, Swansea Bay UHB and Velindre University NHS Trust. Staff from many organisations will be asked to provide feedback on the new system.

Other functionalities

There is a lot in the new system. Functionalities include Incidents, Deprivation of Liberty referrals, Safeguarding referrals, Risk Management, Mortality reviews, Serious Incident reporting, Redress and Claims.

The power of the new system is in part in the strength of the Business Intelligence function – exporting and analysing information with other data systems in organisations and producing valuable reports to staff to inform learning and improvements to benefit patients, carers and staff.

The system will also facilitate the capture and analysis of Service User Feedback. This bespoke functionality is the subject of a separate tender exercise which is already underway and is intended to go live during 2020. Seeking feedback through surveys of patients, relatives, other health professionals and supporting bodies are an important tool in analysing service performance, quality and experiences – and in inform improvements. The specialist Service User Feedback functionality will provide a new common platform for all NHS Wales organisations to analyse this important information.

Next steps

There is a National Once for Wales Concerns Management Programme Board, responsible for overseeing the development, enhancement, configuration and roll-out and evaluation of the new system.

A number of technical and functional work streams have been setup to support the work needed to effectively introduce the new system. These are listed here so that you can see who is supporting this important programme.

All organisations have a named person as a single point of contact for the system and if you need updates about the programme or want to be involved in the workstreams, please liaise directly with these colleagues.

Single points of contact

Organisation	Contact
Aneurin Bevan UHB (AB UHB)	Martine Price Interim Director of Nursing Scott Taylor Head of Health and Safety
Betsi Cadwaladr UHB (BC UHB)	Kath Clarke Head of Patient Safety Incidents
Cardiff and Vale UHB (C&V UHB)	Angela Hughes Assistant Director, Patient Experience Carol Evans Assistant Director, Patient Safety and Quality
Cwm Taf Morgannwg UHB (CTM UHB)	Ruth Friel Head of Patient Experience
Health Education & Improvement Wales (HEIW)	Dafydd Bebb Board Secretary
Hywel Dda UHB (HD UHB)	Cathie Steele Head of Quality and Governance
Powys Teaching HB (PT UHB)	Wendy Morgan Assistant Director of Quality and Safety
Public Health Wales (PHW)	John Lawson Chief Risk Officer
Swansea Bay UHB (SB UHB)	Hazel Lloyd Head of Patient Experience, Risk and Legal Services
Velindre University NHS Trust (VU NHS Trust)	Jayne Elias Assistant Director of Nursing/Service Improvement
Welsh Ambulance Service (WAST)	Carol Mifati Quality and Patient Experience Christine Jones Information Systems Manager Darryl Collins Head of Patient Safety, Concerns and Learning

Workstreams

Title	Lead(s)
Content and Update Governance	Sarah Jones HD UHB Maria Roberts C&V UHB
Incident Reporting, Capture, Coding and Management	TBC
Migration of data for existing Datix systems	Nicola Roderick C&V UHB
Training programme for Local System Leads	Nicola Roderick C&V UHB
Code of Connection – NHS Wales Infrastructure and RLDatix	Jonathan Webb WRP, NWSSP
Active Directory/ADFS/Connection and Access to Cloud services	Antony Hughes BCU UHB Ben Jones SB UHB
Datix RFI Functional Workstream continuity	Antony Hughes BCU UHB
Integration with PAS/eMPI and ESR	Ben Jones SB UHB
Link with LARS Case Management System	Dawn Benning L&R, NWSSP
Claims Management	Suzanne Wicks C&V UHB Michael Cotter AB UHB Barbara Courtney WRP, NWSSP
Community Health Council (CHC) Case Management	Daniel Price South Glamorgan CHC
Complaints Management	Haidee Jepson HD UHB Maria Stolzenberg WRP, NWSSP

Corporate Risk Management	<p>Peter Stephenson NWSSP</p> <p>Pam Wenger SB UHB</p>
DoLS Referrals	<p>Debbie Pachu PHW</p> <p>Karen Tooney PHW</p> <p>Gavin Knox L&R, NWSPP</p>
Inquest Case Management	<p>Rebecca Membury PT HB</p>
Intelligent Monitoring, Dashboards and Data Analysis	<p>Angela Hughes C&V UHB</p> <p>Ruth Friel CTM UHB</p> <p>TBC NHS Wales Delivery Unit</p>
Investigation Tools	<p>Jules McCabe NHS Wales Delivery Unit</p> <p>Jonathan Webb WRP, NWSSP</p>
Learning from Deaths	<p>Liz Baines NHS Wales Delivery Unit</p>
Nurse Staffing Act compliance	<p>Joanna Doyle PHW</p>
PALS Case Management	<p>TBC</p>
Redress Case Management	<p>Kirsty Harrington-Butcher HD UHB</p> <p>Bahar Chowdhury WRP, NWSSP</p>
Regulatory Body Referrals	<p>Nicola Williams VU NHS Trust</p>

Safeguarding Referrals	Debbie Pachu PHW Karen Tooney PHW Tina Jenkins VU NHS Trust
SI Reporting Portal	Hazel Lloyd SB UHB Cath Bridges WG
WRP Reimbursement Portal	Kirsty Harrington-Butcher HD UHB Garvin Jones AB UHB Barbara Courtney WRP, NWSSP
Learning from Healthcare Incidents	TBC

Once for Wales Programme Team

The team is led by Maria Stolzenberg and has dedicated email address:
OnceForWales.CMS@wales.nhs.uk



System Rheoli Pryderon
Unwaith dros Gymru

Once for Wales Concerns
Management System

Helpu sefydliadau GIG Cymru i gefnogi
diogelwch, dysgu a gwella mewn gofal iechyd

Blog Maria

Rhagfyr2019

Maria Stolzenberg yw Cydlynnydd Rhaglen System Rheoli Pryderon Unwaith dros Gymru. Bydd Tîm Rhaglen System Rheoli Pryderon Unwaith dros Gymru yn cyhoeddi blog rheolaidd i helpu cydweithwyr ymglyfarwyddo â datblygiadau diweddaraf y rhaglen.

System newydd ar gyfer sefydliadau GIG Cymru

Mae'r System Rheoli Pryderon Unwaith dros Gymru yn ffordd newydd i fyrddau iechyd ac ymddiriedolaethau'r GIG yng Nghymru fynd ati i adrodd, gofnodi, fonitro, olrhain, dysgu a gwneud gwelliannau yn dilyn digwyddiadau, cwynion, hawliadau, canlyniadau niweidiol, risgiau a digwyddiadau ym maes gofal iechyd.

Sefydlwyd y rhaglen gyntaf yn 2017 gan Lywodraeth Cymru fel rhan o'i hymateb i'r argymhellion a nodwyd yn adroddiad Keith Evans "Defnyddio Cwynion yn Rhodd". Yn dilyn ymarfer cwmpasu a thendr cystadleuol, rydym bellach wedi penodi RLDatix Ltd i weithio gyda ni i ddatblygu system Rheoli Pryderon Unwaith dros Gymru sy'n diwallu anghenion pob rhan o'r GIG yng Nghymru.

Mae'r tîm system canolog a letyir gan Gronfa Risg Cymru yn cael ei arwain gan Maria Stolzenberg, Cydlynnydd Rhaglen Unwaith dros Gymru - sy'n gyfrifol am addasu a datblygu'r system i ddiwallu anghenion sefydliadau.

Er bod gan y system newydd nodweddion sy'n gyfarwydd i lawer o staff - nid Datix ar ei hen wedd ydyw! Mae'r system newydd yn cyflwyno gwell newid a chyfleoedd cyffrous, gan ddisodli'r feddalwedd DatixWeb bresennol gydag offeryn pwrpasol a letyir yn y cwmwl. Mae System Rheoli Pryderon Unwaith dros Gymru yn cynnig dull newydd o fynd ati i gipio a defnyddio gwybodaeth ar gyfer diogelwch cleifion a staff ledled GIG Cymru.

Mae gan System Rheoli Pryderon Unwaith dros Gymru lawer o swyddogaethau ac mae nifer o ffrydiau gwaith wedi'u sefydlu i helpu i nodi'r ffordd orau o roi'r swyddogaethau newydd ar waith.

Gwella sut rydym yn delio â chwynion

Bydd y system newydd yn cychwyn trwy gyflwyno swyddogaeth Cwynion newydd - gan hwyluso'r holl wasanaethau ac adrannau i nodi materion yn gyflym ac i lunio ymateb yn unol â'r dyletswyddau cyfreithiol a roddir ar sefydliadau.

Ymhlith y sefydliadau a fabwysiadodd y system yn gynnar mae BIP Hywel Dda, BIP Bae Abertawe ac Ymddiriedolaeth GIG Prifysgol Felindre. Gofynnir i staff o lawer o sefydliadau roi adborth ar y system newydd.

Swyddogaethau eraill

Mae cwmpas y system newydd yn eang. Ymhlith y swyddogaethau mae Digwyddiadau, atgyfeiriadau Trefniadau Diogelu wrth Amddifadu o Ryddid, Atgyfeiriadau Diogelu, Rheoli Risg, Adolygiadau Marwolaethau, Adrodd am Ddigwyddiadau Difrifol, Gwneud Iawn a Hawliadau.

Dangosir cryfder y system newydd yn rhannol yn y swyddogaeth Gwybodaeth Busnes - allforio a dadansoddi gwybodaeth gyda systemau data eraill mewn sefydliadau a chynhyrchu adroddiadau gwerthfawr i staff i lywio dysgu a gwelliannau er budd cleifion, gofalwyr a staff.

Bydd y system hefyd yn hwyluso casglu a dadansoddi Adborth Defnyddwyr y Gwasanaeth. Mae'r swyddogaeth bwrsol hon yn ddarostyngedig i broses dendro ar wahân sydd eisoes ar y gweill ac y bwriedir iddi fynd yn fyw yn ystod 2020. Mae ceisio adborth trwy roi arolygon i gleifion, perthnasau, gweithwyr iechyd proffesiynol eraill a chyrrff ategol yn gyfrwng pwysig wrth ddadansoddi perfformiad, ansawdd a phrofiadau gwasanaeth - ac wrth lywio gwelliannau. Bydd y swyddogaeth Adborth Defnyddwyr Gwasanaeth arbenigol yn darparu llwyfan cyffredin newydd i holl sefydliadau GIG Cymru ddadansoddi'r wybodaeth bwysig hon.

Y camau nesaf

Mae Bwrdd Rhaglen Rheoli Pryderon Cenedlaethol Unwaith dros Gymru, sy'n gyfrifol am oruchwylio datblygu, gwella, ffurfweddu a chyflwyno a gwerthuso'r system newydd.

Mae nifer o ffrydiau gwaith technegol a swyddogaethol wedi'u sefydlu i gefnogi'r gwaith sydd ei angen er mwyn gallu cyflwyno'r system newydd yn effeithiol. Rhestrir y rhain yma er mwyn i chi allu gweld pwy sy'n cefnogi'r rhaglen bwysig hon.

Mae gan bob sefydliad berson a enwir fel pwynt cyswllt ar gyfer y system ac os oes angen diweddariadau arnoch chi am y rhaglen neu os ydych chi eisiau bod yn rhan o'r ffrydiau gwaith, cysylltwch yn uniongyrchol â'r cydweithwyr hyn.

Pwyntiau cyswllt sengl

Sefydliad	Cyswllt
BIP Aneurin Bevan (BIP AB)	Martine Price Cyfarwyddwr Nyrsio Dros Dro Scott Taylor Pennaeth Iechyd a Diogelwch
BIP Betsi Cadwaladr (BIP BC)	Kath Clarke Pennaeth Digwyddiadau Diogelwch Cleifion
BIP Caerdydd a'r Fro (BIP C&F)	Angela Hughes Cyfarwyddwr Cynorthwyol, Profiad y claf Carol Evans Cyfarwyddwr Cynorthwyol, Diogelwch Cleifion ac Ansawdd Gofal Iechyd
BIP Cwm Taf Morgannwg (BIP CWM)	Ruth Friel Pennaeth Profiad y Claf
Addysg a Gwella Iechyd Cymru (AaGIC)	Dafydd Bebb Ysgrifennydd y Bwrdd
BIP Hywel Dda (BIP HD)	Cathie Steele Pennaeth Ansawdd a Llywodraethu
BI Addysgu Powys (BIP AP)	Wendy Morgan Cyfarwyddwr Cynorthwyol Ansawdd a Diogelwch
Iechyd Cyhoeddus Cymru (ICC)	John Lawson Prif Swyddog Risg
BIP Bae Abertawe (BIP BA)	Hazel Lloyd Pennaeth Profiad y Claf, Gwasanaethau Cyfreithiol a Risg
Ymddiriedolaeth GIG Prifysgol Felindre Ymddiriedolaeth GIG PF	Jayne Elias Cyfarwyddwr Cynorthwyol Nyrsio/Gwella Gwasanaethau
Gwasanaeth Ambiwllans Cymru Ymddiriedolaeth Gwasanaethau Ambiwllans Cymru (YGAC)	Carol Mifati Ansawdd a Phrofiad y Claf Christine Jones Rheolwr Systemau Gwybodaeth Darryl Collins Pennaeth Diogelwch Cleifion, Pryderon a Dysgu

Ffrydiau gwaith

Teitl	Arweinydd(wyr)
Cynnwys a Diweddarau Llywodraethu	Sarah Jones BIP HD Maria Roberts BIP C&F
Adrodd, Cipio, Codio a Rheoli Digwyddiadau	I'w gadarnhau
Trosglwyddo data ar gyfer y systemau Datix presennol	Nicola Roderick BIP C&F
Rhaglen hyfforddi ar gyfer Arweinwyr Systemau Lleol	Nicola Roderick BIP C&F
Cod Cysylltiad – Seilwaith GIG Cymru ac RLDatix	Jonathan Webb Cronfa Risg Cymru, PCGC
Cyfeiriadur Gweithredol/ADFS/Cysylltiad a Gwasanaethau Cwmwl	Antony Hughes BIP BC Ben Jones BIP BA
Parhad llif gwaith swyddogaethol Datix RFI	Antony Hughes BIP BC
Integreiddio gyda PAS/eMPI ac ESR	Ben Jones BIP BA
Ymgysylltu â System Rheoli Achosion LARS	Dawn Benning Gwasanaethau Cyfreithiol a Risg, PCGC
Rheoli Hawliadau	Suzanne Wicks BIP C&F Michael Cotter BIP AB Barbara Courtney Cronfa Risg Cymru, PCGC
Rheoli Achosion Cyngor Iechyd Cymuned	Daniel Price Cyngor Iechyd Cymuned De Morgannwg
Rheoli Cwynion	Haidee Jepson BIP HD Maria Stolzenberg Cronfa Risg Cymru, PCGC

Rheoli Risg Corfforaethol	<p>Peter Stephenson Partneriaeth Cydwasanaethau GIG Cymru</p> <p>Pam Wenger BIP BA</p>
Atgyfeiriadau ar gyfer trefniadau diogelu wrth amddifadu o ryddid	<p>Debbie Pachu Iechyd Cyhoeddus Cymru</p> <p>Karen Tooney Iechyd Cyhoeddus Cymru</p> <p>Gavin Knox Gwasanaethau Cyfreithiol a Risg, PCGC</p>
Rheoli Achosion Cwest	<p>Rebecca Membury BI AP</p>
Monitro Deallus, Dangosfyrddau a Dadansoddi Data	<p>Angela Hughes BIP C&F</p> <p>Ruth Friel BIP CTM</p> <p>I'w gadarnhau Uned Gyflawni GIG Cymru</p>
Offer Ymchwilio	<p>Jules McCabe Uned Gyflawni GIG Cymru</p> <p>Jonathan Webb Cronfa Risg Cymru, PCGC</p>
Dysgu o Farwolaethau	<p>Liz Baines Uned Gyflawni GIG Cymru</p>
Cydymffurfio â'r Ddeddf Staffio Nyrsys	<p>Joanna Doyle Iechyd Cyhoeddus Cymru</p>
Rheoli Achosion PALS	<p>I'w gadarnhau</p>
Rheoli Achosion Gwneud Iawn	<p>Kirsty Harrington-Butcher BIP HD</p> <p>Bahar Chowdhury Cronfa Risg Cymru, PCGC</p>
Atgyfeiriadau Corff Rheoleiddio	<p>Nicola Williams Ymddiriedolaeth GIG PF</p>

Atgyfeiriadau Diogelu	<p>Debbie Pachu Iechyd Cyhoeddus Cymru</p> <p>Karen Tooney Iechyd Cyhoeddus Cymru</p> <p>Tina Jenkins Ymddiriedolaeth GIG PF</p>
Porth Adrodd SI	<p>Hazel Lloyd BIP BA</p> <p>Cath Bridges LIC</p>
Porth Ad-dalu Cronfa Risg Cymru	<p>Kirsty Harrington-Butcher BIP HD</p> <p>Garvin Jones BIP AB</p> <p>Barbara Courtney Cronfa Risg Cymru, PCGC</p>
Dysgu o Ddigwyddiadau Gofal Iechyd	I'w gadarnhau

Tîm Rhaglen Unwaith dros Gymru

Maria Stolzenberg sy'n arwain y tîm ac mae cyfeiriad e-bost pwrpasol:
OnceForWales.CMS@wales.nhs.uk