



## Stories from a small country: the health and care digital professionalism journey of Wales

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## Bore Da / Good morning

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Global cooperation - your professionalism journey; exchange your recruitment and and retention stories

Say hello to your colleagues and discuss your wicked problems - choose two to feedback to the wider group: **15mins**





## Wales – a small diverse devolved nation





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- Diverse geography
- Remote, rural areas
- Legacy of heavy industry and impact on health and economy



## Digital health in Wales



- Health policy devolved to the Welsh Government since 1999
- Aims to create joined-up, seamless care provision across Wales through a digital health record
- To help people manage their own health
- To introduce digital advances to help staff work more effectively



## Digital Health and Care Wales

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- Provides a platform for enabling digital transformation of health and care
- Delivers high quality services and products to the NHS in Wales
- Expands the digital health and care record and the use of digital in care settings
- Drives better value and outcomes through innovation
- Empowers people to live healthier lives



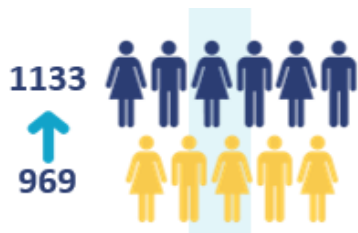
## Best place to work in IT (UK) 2020 & 2022

- **Winners of the BCS UK IT Industry Award 2022**
- Judged the UK organisation providing the best employment and career opportunities for IT professionals
- Recognised for our value to IT, commitment to diversity and inclusion and skill and career development for staff





## Our people in a snapshot 2022-23



Increase in attraction and recruitment



Average turnover rate of 7.9% over last 12 months



40% recruitment is internal development and progression



Only a 3% absence rate over last 12 months



## Our vision

- To be a great place to work where are people are fully engaged, high performing and embody our values and behaviours
- A focus on six key themes to shape our workforce





## Wales Institute of Digital information(WIDI)

“Supporting and professionalising the workforce  
that is spearheading the Health & Care Digital Revolution”

- Workforce development
- Research and development
- Innovation and service products





## An enabling culture

- Flexible and hybrid working
- Fast track career progression – 1 in 5 promoted in 2022
- Career-long professional development
- Graduate and apprenticeship programmes
- People and OD Strategy and OD Executive Director
- Upskilling
- Focus on health and wellbeing
- Frequent staff surveys
- Inclusion, diversity and equality a priority

91%- motivated to work in DHCW

85%- very good/excellent place to work

83%- felt connected to work colleagues





## Workforce planning approach

- Collaborative partnership working – NHS organisations, academic institutions, community groups, social care organisations and suppliers
- Trade union partnership
- All-Wales digital professional review with a 10-year forecast
- Capacity and capability planning to support organisation growth
- Growing our own pipeline of talent and innovation with apprenticeship and graduate schemes
- Board and leadership development to define the culture, values and personality of the organisation
- Research and innovation
- People & OD Strategy which links in with other NHS Wales organisations and Welsh Government priorities
- Support for staff and managers – hybrid workshops, wellbeing groups, staff engagement activities
- Frequent staff surveys with key outcomes and actions for continuous evaluation and improvement



## What we're working towards

- Talent and succession planning
- Improving recruitment and retention – development of clear pathways for digital professions across NHS Wales
- Diversity, equality and inclusion through the roll out of our recent strategy
- Continuous development in staff wellbeing and engagement
- Shaping our workforce in line with our 10-year plan





## Discussion – what did you come up with?

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- Share stories/challenges/solutions from your discussions
- Any common themes?
- Any observations or comments on our approach in Wales?



## How do we scale up practice?

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*Its all about the people*

- How do we create a global community of practice ?
- How do we continue the professionalisation journey that supports registration and the work of the relevant professional bodies?