



Eich cyf/Your ref MJ/JF3417
Ein cyf/Our ref EM/00520/24

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Dear Janet,

Thank you for your letter of 27 February regarding the deployment of electronic patient software across Betsi Cadwaladr University Health Board.

In 2020, Cardiff and Vale University Health Board was funded to lead a five-year programme for Eyecare. This included the deployment of an electronic patient record for ophthalmology services, working alongside other health boards. The electronic patient record was intended to be a nationally deployed product for Wales, with Betsi Cadwaladr University Health Board included within its scope.

As of June 2023, the programme transitioned to Digital Health and Care Wales (DHCW) along with a remit to take forward the national programme, with Cardiff and Vale University Health Board continuing to host the technology.

DHCW is now working on an investment case for funding from April 2024, which we are due to receive in this month. DHCW has confirmed this will include recommendations on how future deployment of an electronic patient record can be achieved, together with procurement proposals that include Betsi Cadwaladr University Health Board. Once this information has been received, my officials and I will be in a position to determine the future direction of the programme.

I also acknowledge your correspondence includes specific questions. Below, you will find responses aligned with questions 1, 2, 6, 7, 9, and 11, as per your numbering.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

1. Yes – Welsh Government approved the procurement of OpenEyes by Cardiff and Vale University Health Board in 2020 based on a business case submitted by Cardiff and Vale University Health Board. The approved cost over the five year period was a sum of up to £4.8m.
2. The purpose was (on an All-Wales basis) to digitise the referral process from primary care to secondary care ophthalmology settings, as well as introduce an Electronic Patient Record (EPR) across primary and secondary care settings within 5 years.
6. Cardiff and Vale University Health Board have utilised £4.02m on the development of the OpenEyes solution. Up to the point of the programme transferring to Digital Health and Care Wales, the Health Board deployed ten eyecare subspecialties into the Electronic Patient Record live system within their own Health Board. In addition, one ophthalmic setting in Cwm Taf Morgannwg has also been integrated. The remaining funding transferred to Digital Health and Care Wales in June 2023 where the programme has been undergoing a rebaseline review.
7. As the program has not been fully delivered and has yet to reach its expected scope, in addition to experiencing delays, the anticipated benefits have not been realised. Therefore, it is premature to assess the value for money at this stage.
9. The OpenEyes solution was intended to be rolled out to all eyecare settings across all seven Health Boards, including Betsi Cadwaladr University Health Board. However the business case only allocated funding for a specific portion of the running costs after deployment.
11. Since the successful business case application in 2020 and the establishment of milestones and targets aligned with funding, the programme has been monitored by Welsh Government through a quarterly reporting process. Additionally, Cardiff and Vale University Health Board had conducted regular programme board meetings ensuring stakeholder engagement. Furthermore, the programme appointed a Senior Responsible Owner to oversee its progress.

I hope this information is helpful.

Yours sincerely,



Eluned Morgan AS/MS

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services