



To: Chief Executives (CC: Directors of Primary Care, Heads of Primary Care and Dental Directors),

We are writing to you update you on the implementation of the all-Wales Dental E-Referral Management System. This follows on from the previous letter in June to announce the successful procurement, with the contract awarded to FDS Consultants.

Engagement activities have been positive with all Health Boards. Members of the project team from NWIS, Welsh Government and Public Health Wales have undertaken these activities since the contract award and reaction to the new system has been encouraging amongst clinicians and health board staff. Implementing any system nationally is not a simple task, the national project board appreciates the support from all involved to move the implementation forward.

Clinical Leads and networks in Wales have been working towards the agreement of 'once for Wales' E-Referral proforma for each specialty over a number of months. These reached final draft agreement stage at the end of October and are currently in the process of being digitally coded by the supplier before they will be made available to view on the web site.

The proforma will be then be tested by clinicians in the early adopter phase of the work in January. It is important that all clinical networks engage and recognise that these final drafts will then be tested more widely during full implementation; assuming no major alteration required in early adopters. Following the first year of operation clinical networks will have a further opportunity to comment, having had operational experience of electronic referral system and further alterations can be made if required.

Health Boards have set up task and finish groups to develop their Directory of Services, agree and share detail of current pathways and triage processes. This work was completed during September for early adopter Health Boards (ABMU and Hywel Dda) and has been configured by the supplier. All other Health Boards need to submit their completed Directory of Services for configuration by the end of November.

FDS Consultants and NWIS have been undertaking configuration and assurance activities, with these due to be completed in January. This work has taken longer than anticipated but will be concluded following penetration testing of the system and the completion of a clinical safety workshop and report. Once this work is completed, the national project board will sign off and implementation of the system will begin.

As a consequence of the assurance requirements, the revised timeline for implementation will mean that early adopter Health Boards will go live from February 2019. Implementation of the system for other health boards is now planned for May 2019. Subject to successful implementation in early adopter sites, we wish to roll out the system at pace in 2019.

Yours Sincerely,

Karin Phillips – Deputy Director for Primary Care, Welsh Government and SRO for the Dental referral Project.

A handwritten signature in cursive script, appearing to read 'Colette Bridgman'.

Dr Colette Bridgman – Chief Dental Officer, Welsh Government.

A handwritten signature in cursive script, appearing to be the initials 'CLJ'.

Dr Carwyn Lloyd-Jones – Director of ICT, NWIS.