



 <p>GIG CYMRU NHS WALES Iechyd Cyhoeddus Cymru Public Health Wales</p>	<p>Name of Meeting Knowledge, Research and Information Committee</p> <p>Date of Meeting 28 March 2025</p> <p>Agenda item: 3.7.3</p>
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Cervical Screening Information Management System (CSIMS) Interim Report	
Executive lead:	Iain Bell, Director of Knowledge and Research
Author:	Stuart Silcox, Assistant Director, Integrated Governance

Approval/Scrutiny route:	Iain Bell, Director of Knowledge and Research, Claire Birchall, Executive Director of Quality, Nursing and Integrated Governance
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Purpose
<p>The purpose of this interim report is to provide the Business Executive Team with the position on the Cervical Screening Information Management System (CSIMS) review, pending the outcome of current testing of the Digital Health and Care Wales hosted Welsh Demographic Service Dataset (WDS) interface with CSIMS.</p> <p>This report is intended to summarise the next steps to assess the efficiency and effectiveness of the control environment around CSIMS inputs/interfaces; processing; output and IT general controls.</p> <p>The assessment of the CSIMS control environment is on hold until completion of the interface testing (to the satisfaction of DCHW, Informatics and Cervical Screening Wales) as the implementation of the new interface process will change the design and operation of current controls and workarounds to mitigate data errors that have resulted in screening invitations and results being sent to the wrong addresses.</p> <p>At the time of writing this report, the interface testing was progressing satisfactorily.</p>



Recommendation:				
APPROVE	CONSIDER	RECOMMEND	ADOPT	ASSURANCE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>The Committee is asked to:</p> <ul style="list-style-type: none"> • Receive assurance that the review of CSIMS will be completed following the current testing and implementation of the new demographic interface. 				

Link to Public Health Wales Strategic Plan	
Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.	
This report contributes to the following:	
Strategic Priority/Well-being Objective	Choose an item.
Strategic Priority/Well-being Objective	Choose an item.
Strategic Priority/Well-being Objective	Choose an item.

Summary impact analysis	
Equality and Health Impact Assessment	No decision required at this stage.
Risk and Assurance	This interim report provides assurance that work is progressing to address the demographic interface issues to CSIMs which will, in turn, enable completion of the controls assessment work.
Health and Social Care (Quality and Engagement) (Wales) Act	This interim report supports the implementation of the Health and Social Care (Quality and Engagement) (Wales) Act, in relation to the Duty of Quality and Candour by ensuring that data processing errors to CSIMs are being addressed and the control environment strengthened as a result.
Financial implications	No decision at this stage.
People implications	No decision at this stage.



1. Purpose / situation

The purpose of this interim report is to provide the Business Executive Team with an update on the Cervical Screening Information Management System (CSIMs) review work, pending the outcome of current testing of the Digital Health and Care Wales hosted Welsh Demographic Service Dataset (WDS) interface with CSIMs.

This report is intended to summarise the next steps to assess the efficiency and effectiveness of the control environment around CSIMs inputs/interfaces; processing; output and IT general controls.

2. Background

Following notification from NHS England of the de-commissioning of its National Health Application and Infrastructure Services (NHAIS) cervical screening system, Public Health Wales Screening Division and Informatics developed the Cervical Screening Information Management System (CSIMs) as a replacement digital solution. Following extensive system testing overseen by the CSIMs Programme Board and Project Team, the system was implemented in September 2022. The system is designed to reduce manual input (inherent for NHAIS) and to operate on a regional basis (North, South East, Mid and West Wales). Its core process is to provide a screening pathway to: generate test invitations; generate test results; generate reports to the Cervical Screening Administration Division (CSAD) to determine whether further action is required, ie recalls.

CSIMs provides an evidence-based call and recall system for women and people with a cervix between the ages of 25 and 64 across Wales. An average of 446,165 invitations for screening are sent out each year, 37,180 per month.

Over recent months there have been persistent incidents of CSIMs related reportable data breaches and incidents. The Senior Information Responsible Officer (SIRO) and the Executive Director, Quality, Nursing and Integrated Governance have requested a review of the following aspects:

- current incidents/data breaches to identify patterns and trends for further actions both from the organisation and other partners.
- controls and processes over system inputs (including system interfaces), processing outputs and general controls.
- identification of learning and improvement of governance and processes to take forward.
- opportunities for improvements to CSIMs available to us; and
- residual risks.



The scope of the work is focussed on a holistic review of the controls and procedures around and within CSIMs. The objectives are to take the learning from the findings to improve processes and controls within and around CSIMs and to improve the quality of outcomes in line with the Health and Care Quality Standards, specifically:

- Reduction in the risks to the confidentiality, integrity and availability of the system and its data.
- Identification of process and control improvements to support future screening systems development.

3. Description/Assessment

CSIMs Incidents and Data Breaches

Cervical Screening Wales (CSW) has undertaken a review of cervical screening incidents recorded on Datix with the aim of understanding any correlation between data breaches and CSIMs functionality and in turn to identify any risks to participants in the cervical screening programme. The work undertaken by the Screening Division identified a number of operational issues which were resulting in data breaches:

- SOPPs not being followed
- Administration /human error
- Sample taker error
- GP registration data input error
- Master Patient Index (MPI) interface error.

This work, combined with Cervical Screening Programme data breach Incident Management Team investigations into reportable incidents confirmed that the majority of data breaches are due to the Master Patient Index (MPI) interface to CSIMs, causing data errors resulting in invitations (and in some cases results) for screening being sent to incorrect addresses. Cervical screening participant demographic data is imported from the Welsh Demographic Service (WDS) system feed into MPI and in turn fed into CSIMs (via the PHW NEMO demographics database). Cervical Screening and Informatics have been relying on manual data checks and reconciliations pending resolution of this issue which was escalated to DHCW by the SIRO.

The extent of the number of erroneous address incidents is currently unknown as only those reported by recipients have been recorded on Datix. However, Informatics have been provided with access to data from a WDS 'holding table' which provides a point in time baseline from which to reconcile against the CSIMs database. This will enable the identification of the number of incorrect addresses.



Work has been scheduled to undertake a reconciliation for CSW, Breast Test Wales and Diabetic Eye Screening Wales.

DHCW initially undertook development and testing of a new interface process in September 2024 and the testing identified several persistent system failures which required further investigation and programme changes. DHCW re-scheduled interface testing to commence in late January 2025. Testing is continuing throughout February (including user testing by CSW) with a 'go live' scheduled for mid-March. The testing is understood to be progressing satisfactorily.

Application Controls

The scope of the CSIMS review focusses on the application controls within and around CSIMS to specifically address the following risks:

- Confidentiality – data breaches
The completeness, accuracy and validity of system inputs and interfaces; the confidentiality and secure disclosure of outputs.
- Integrity – accuracy and reliability of data
Expected results and required tasks are delivered by system processing.
- Availability – system availability when needed
System maintenance (including change control); backup and recovery; systems documentation.

The outcome of the demographic interface processing testing will impact upon the design and operation of the control environment. Following the 'go live' of the interface, this work will be completed and reported upon.

4. Recommendation

The Committee is asked to:

- **Receive assurance** that the review of CSIMS will be completed following the current testing and implementation of the new demographic interface.