



System Rheoli Pryderon
Unwaith dros Gymru

Once for Wales Concerns
Management System



Partneriaeth
Cydwasaethau
Gwasanaethau Cronfa Risg Cymru

Shared Services
Partnership
Welsh Risk Pool Services



Duty of Candour
Primary Care Reporting
Virtual Drop-in User Clinics



Duty of Candour

Primary Care Reporting

Virtual Drop-in User Clinics

The Once for Wales Concerns Management System (OfWCMS) Programme Team are committed to supporting the ongoing implementation of the Duty of Candour in Wales, which became a Legal requirement on 1st April 2023 as part of the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

The OfWCMS Programme Team held virtual drop-in clinics to provide familiarisation to Primary Care providers in accessing and navigating the Datix Cymru system during the month of March 2023. The feedback from the virtual drop-in clinics was extremely positive and there is an appetite for further virtual drop-in clinics to be set up.

The OfWCMS Programme Team are delighted to confirm that further virtual drop-in clinics have been set up and will again focus on providing familiarisations to Primary Care providers in accessing and navigating the Datix Cymru system.

As a reminder, under the duty NHS bodies, including primary care providers, are required to capture and report on occasions where the Duty of Candour is triggered.

The platform for capturing and recording instances where Duty of Candour is triggered is Datix Cymru. This is a secure, cloud based, interactive system which enables Primary Care providers to make the necessary reports and, where accessing the system via a login, see updates on cases. The Datix Cymru system is also used to notify patient safety concerns to the relevant Health Board.

Datix Cymru is available to all primary care providers and is accessed via a dedicated website <https://nwssp.nhs.wales/a-wp/pcir/>

The OfWCMS National Team can be contacted via email at OnceForWales.CMS@wales.nhs.uk.



Duty of Candour

Primary Care Reporting

Virtual Drop-in User Clinics

The full schedule of virtual drop-in clinic sessions is outlined here.

To access a session, simply click on the link which will take you to the appropriate Microsoft Teams meeting:

Date	Tue 12 th Sept 23	Wed 20 th Sept 23	28 th Sept 23
Time	3pm to 4pm	10am to 11am	3pm to 4pm
Link	Click here to join the meeting	Click here to join the meeting	Click here to join the meeting
Date	Wed 4 th Oct 23	Tue 10 th Oct 23	Wed 18 th Oct 23
Time	10am to 11am	11am to 12pm	10am to 11am
Link	Click here to join the meeting	Click here to join the meeting	Click here to join the meeting
Date	Tue 24 th Oct 23	Tue 31 st Oct 23	
Time	11am to 12pm	3pm to 4pm	
Link	Click here to join the meeting	Click here to join the meeting	

These virtual clinics are designed to support Primary Care Users and the national team will not be able to discuss any requests to make changes to the workflow or codes in the system. The national team will also not be able to advise on local organisational processes or policy. Any queries of this nature should be directed to the appropriate manager within the relevant organisation.

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