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WALES

Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

DATA QUALITY MANAGEMENT POLICY

Executive Sponsor & Function:

Board Secretary

Document Author:

Deputy Director Planning, Performance & Digital

Approved by:

Executive Team

Approval Date:

22 May 2019

Date of Equality Impact Assessment:

14/03/2019

Equality Impact Assessment Outcome:

This policy has been screened for relevance to equality. No potential negative impact has been identified so a full equality impact assessment is not required.

Review Date:

May 2022

Version: v1

**EXECUTIVE SUMMARY
DATA QUALITY MANAGEMENT**

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| Overview: | This policy of Health Education and Improvement Wales (HEIW) aims to ensure that there are comprehensive and effective arrangements in place to provide high quality information that conforms to national guidelines and standards. |
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| Who is the policy intended for: | Everyone working for or engaged by HEIW including part time workers, temporary and agency workers and those holding honorary contracts. |
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| Key Messages included within the policy: | <p>HEIW is committed to:-</p> <ul style="list-style-type: none"> • Continuously improving its performance; • Adopting, developing and sharing good practice; • Raising awareness of the importance of data quality; and • Ensuring the highest levels of confidentiality. <p>HEIW recognises that the provision of good quality information is a core, fundamental requirement to enable effective management of services and forms a key component of our information governance responsibilities.</p> <p>This Policy forms part of the HEIW framework for information governance. It supports both the HEIW Information Governance/Security Policy and should be read in conjunction with the HEIW Records Management Strategy.</p> |
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| PLEASE NOTE THIS IS ONLY A SUMMARY OF THE POLICY AND SHOULD BE READ IN CONJUNCTION WITH THE FULL POLICY DOCUMENT | |

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1. Policy Statement

The policy defines and sets out how data quality will be managed effectively. It details the arrangements of HEIW for handling all aspects of data quality in a comprehensive, methodical way. HEIW recognises that the existence of a robust framework for the management of information is essential to:

- the provision and delivery of high quality services;
- the efficient running of HEIW;

The information stored on administration systems and any other media is only usable if it is recorded correctly in the first place, is regularly updated when required and is easily accessible when needed. The availability of secure, accurate and comprehensive information ensures that the HEIW can have confidence in its ability to:

- support the day-to-day business of the HEIW
- support sound administrative and managerial decision making;
- meet legal requirements;
- assist audits;
- meet controls assurance standards;
- support improvements in effectiveness;
- provide accurate, relevant and meaningful information to support decision making.

2. Scope of Policy

The Data Quality Policy applies to everyone working for or engaged by HEIW including part time workers, temporary and agency workers and those holding honorary contracts who have a responsibility and duty of care to input information in to applications/systems implemented within HEIW.

The Policy applies to all information stored in both manual and electronic media/filing systems. It also applies to the collection, dissemination and processing of the information, and whether transmitted but not limited to, across networks, mail, facsimile or telephone.

3. Responsibilities

3.1 Staff

Everyone working in or engaged by HEIW including part time workers, temporary and agency workers and those holding honorary contracts trainees have a responsibility to ensure they:

- maintain data quality standards;
- adhere to all HEIW and local policies, protocols and procedures that are in place;
- refer queries to their line managers;

- undertake regular, appropriate training in accordance with their professional obligations.

3.2 Managers

All managers with staff responsibilities have a duty to ensure:

- their staff are aware of Data Quality Standards;
- they promote best practice by example;
- staff/trainees are allowed time to receive adequate training; •staff/trainees are made aware of this Policy.

3.3 Board Secretary

The Board Secretary the Board lead for Data Standards. In addition, the Director is accountable for the strategic development of Information, with overall responsibility for the functions of Information Governance.

The Executive Director of Workforce and OD has overall responsibility for Information Technology and Informatics Programmes.

3.4 Chief Executive

The Chief Executive is ultimately responsible for compliance with this Policy.

3.5 Audit and Assurance Committee

The Audit and Assurance Committee shall:

- assure policies, processes and standards for information collection, storage and dissemination;
- monitor HEIW's approach to Information Governance in order to meet local and national plans, standards and new legislation;
- ensure HEIW's processes give staff/trainees confidence that information is kept secure;
- ensure appropriate use and interpretation of information;
- assure the Data Quality of information developments.
- act as the monitoring body for the Data Quality Policy.

4. Training

Line managers are responsible for identifying the training requirements of their staff and working with training providers to ensure these needs are met.

Staff/trainees must be released to attend the appropriate training courses allowing them to develop or maintain an adequate level of proficiency in order to carry out their functions effectively.

It is vital that all persons employed or engaged by HEIW including part time workers, temporary and agency workers and those holding honorary

contracts working with /corporate information have received training on data quality and understand the importance it has within the NHS.

5. Further Information

This policy should be read in conjunction with the following HEIW policies and guidelines:

- Freedom of Information Policy
- Information Security Policy
- Data Protection & Confidentiality Policy
- Records Management Policy
- Data Dictionary – guidelines to ensure data quality