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NHS Wales Health  
Collaborative

**Laboratory Information Network Cymru Programme  
(LINC)**

**2021 Roadshows Report**



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## 1. Purpose

The purpose of this report is to provide an analysis of the LINC roadshows held between February and April 2021.

## 2. Background

The aim of the LINC Programme is to enable the development of modern, safe, sustainable pathology services through end-to-end information systems and services. It underpins the delivery of the Welsh Government [Pathology Statement of Intent](#). A key component is to further standardise pathology services across Wales through the procurement and implementation of a standardised laboratory information management system (LIMS) service.

The LINC Programme objectives are to:

1. Deliver benefits that improve patient care, safety & outcomes
2. Engage the Pathology and wider NHS to ensure commitment
3. Procure new LIMS Service to replace three current LIMS
4. Ensure long term ownership and management of the service
5. Deliver a seamless end-to-end electronic Pathology solution
6. Standardise Pathology services, with warranted variation
7. Establish a national quality management service and system
8. Develop information and business intelligence services
9. Develop a different approach to integration services
10. Learn the lessons from WLIMS1

## 3. LINC Roadshows Planning

LINC had originally planned to run a series of on-site roadshows to every pathology laboratory in the spring of 2020 but the Covid pandemic meant that these has to be cancelled. Consequently the roadshows held in the spring 2021 are the first roadshows held and, because of the pandemic, were held virtually via MS Teams.

The aim of the roadshows was to explain the programme objectives and the progress to date, and to respond to attendees questions that would inform a frequently asked questions page on the LINC Internet site.

The LINC Roadshow sessions were one hour in length, with half an hour presentation and half an hour for questions and answers. Short videos were taken of Adrian Thomas, LINC Senior Responsible Owner, to introduce the roadshow and Dr Andar Gunneberg, Consultant Chemical Pathologist in Swansea Bay University Health Board, to explain the benefits of standardisation. In the event, Andar attended most of the roadshows in person. The presentation is provided in [Appendix 1](#) and covered 13 separate areas as listed in [Appendix 2](#).

In total, seventeen separate sessions were organised via MS Teams. Each health board and trust identified a lead person to coordinate the roadshows for their organisation. Each scheduled two sessions to optimise attendance, other than PHW Screening who opted to have only one session. The dates and times of each session are listed in [Appendix 3](#).

LINC developed a poster (see [Appendix 4](#)) for the local coordinator to put up in laboratory notice boards. The roadshows were also publicised via local communications leads and open to all staff groups.

Each roadshow session was recorded in an MP4 format. After each roadshow, all invited participants were emailed with a link to the recorded video in case they had not been able to attend and to share with other colleagues, a copy of the LINC overview and a link to an anonymous feedback survey using google forms.

## 4. Evaluation and Feedback

There were a total 360 attendees (excluding the LINC team) across all LINC roadshows. Out of a total 536 who were invited, an average of 26 attended per session. The overall number of people invited was higher because in some cases, it was a room that was invited to which a number of staff were present. Attendees varied based on the location of their health board. It was noted that some pathology staff members were unable to attend, due to differing shift patterns and not being able to access a Microsoft Teams platform at work.

The survey consisted of eight questions, with three being open ended and five being closed questions. The survey questionnaire is attached at [Appendix 5](#). Twenty survey responses were received in total, presenting a 6% reply response, and have been summarised below.

Attendees were asked to rate their experience of various aspects of the roadshows, from 1 being very dissatisfied and 3 being very satisfied with the overall roadshow they attended. The responses are presented in Table 4 and Figure 1 below.

*Table 1: Roadshow Experience Results*

	Very Dissatisfied	Somewhat Satisfied	Very Satisfied
<b>Overall Roadshow</b>	0	8	10
<b>Pre – Roadshow Organisation</b>	1	7	10
<b>Presentations Delivered (overall)</b>	0	9	10

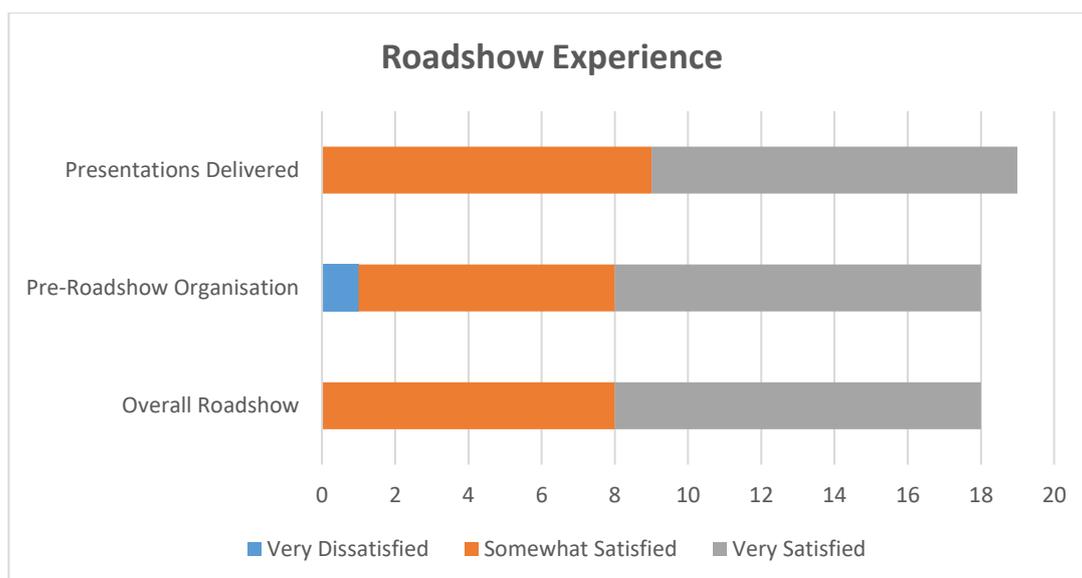


Figure 1: Roadshow Experience Results

The free text questions allowed attendees to make general comments about what they valued most about the sessions. It also provided attendees with the opportunity to give their input. Such as if there was anything that they would have liked covered or to be covered in future roadshow events and also comment on how the information gained from the roadshows will affect day to day roles.

### What Went Well:

- a. Clear concise messaging
- b. Knowledgeable speakers
- c. Good range of subjects covered
- d. Excellent description of work to date
- e. Audience participation and engagement
- f. Chance to ask questions and give feedback
- g. Numerous choices of dates and times given to attend
- h. Recorded the sessions which enabled the video files to be shared with anyone who couldn't attend

### What Could Be Improved:

- a. Further engagement with all stakeholder groups
- b. Attendance / challenging to fit in with busy schedules
- c. LINC frequently asked questions should be published and shared
- d. Due to Covid no physical face-to-face sessions were allowed to take place

## 5. Observations

The following points were raised following a general review of the questionnaires feedback:

### Communications

Access to communication platforms technology. Difficulties in viewing the virtual sessions as laboratory staff don't generally don't have direct access to laptops or PCs.

### Engagement

Some of the roadshows had better engagement than others, as more people were involved and asked more questions.

## 6. Lessons Learned

The following list are lessons learnt that will be incorporated into the next round of roadshow events:

- Onsite roadshows, if possible, rather than using virtual platforms
- More pre -planning needed to ensure more commitment
- Build responsiveness via a marketing strategy. A longer promotion period may be needed to help drive awareness
- Explore focused multichannel marketing approaches that would be suitable for any further online roadshows
- Arrange an event debrief meeting with key stakeholders to share best practices

## 7. Next Steps

The next steps will be:

- To repeat the staff survey in relation to knowledge of the LINC Programme and attitude to standardisation
- To plan for the next round of LINC roadshows, when allowed on-site for spring 2022.

## 8. Recommendation

The LINC Programme Board is asked to note the contents of this report and the review and analysis of the LINC roadshows.

## 9. Appendix 1: LINC Roadshow Presentation



LINC Roadshows  
Presentation 2021.pdf

## 10. Appendix 2: LINC Roadshow Presentation Content

Item	Lead
<b>Welcome from Programme Director</b>	Judith Bates, Programme Director
<b>Introduction to the Roadshow</b>	Adrian Thomas, Senior Responsible Owner
<b>LINC Programme Objectives</b> <b>Lessons Learnt from WLIMS1</b> <b>LINC Timeframe</b>	Judith Bates, Programme Director
<b>Benefits of the new LIMS Service</b>	Greg Ead, Senior Project Manager
<b>Engagement with Pathology and the Wider NHS</b>	Paul Williams, Senior Programme Manager
<b>Procurement Strategy</b>	Karis Jones, Senior Project Manager
<b>Long Term Ownership and Management of the Service</b>	Paul Williams, Senior Programme Manager
<b>End-to-End Electronic Pathology Solution</b>	Kevin Williams, Lead Pathology Subject Matter Expert
<b>The Importance of Standardisation</b>	Dr Andar Gunneberg, Consultant Chemical Pathologist and Clinical Director, Swansea Bay University Hospital Board
<b>National Quality Management Service and System</b>	Ana Maldonado, Quality Manager
<b>Information and Business Intelligence (BI)</b>	Phil Waters, Pathology Subject Matter Expert (BI)
<b>Integration Services</b>	Judith Bates, Programme Director
<b>Questions and Answer Session</b>	Judith Bates, Programme Director

## 12. Appendix 3: LINC Roadshows Dates and Organisation

Event	Date	Health Board / Trust
Roadshow 1	Monday 15 February 2021	Cardiff & Vale University Health Board
Roadshow 2	Tuesday 16 February 2021	Betsi Cadwaladr University Health Board
Roadshow 3	Tuesday 16 February 2021	Aneurin Bevan University Health Board
Roadshow 4	Wednesday 17 February 2021	Cwm Taf Morgannwg University Health Board
Roadshow 5	Friday 19 February 2021	Swansea Bay University Health Board
Roadshow 6	Monday 22 February 2021	Aneurin Bevan University Health Board
Roadshow 7	Monday 22 February 2021	Cardiff & Vale University Health Board
Roadshow 8	Wednesday 24 February 2021	Hywel Dda University Health Board
Roadshow 9	Friday 26 February 2021	Swansea Bay University Health Board
Roadshow 10	Monday 1 March 2021	Cwm Taf Morgannwg University Health Board
Roadshow 11	Wednesday 3 March 2021	Hywel Dda University Health Board
Roadshow 12	Thursday 4 March 2021	Betsi Cadwaladr University Health Board
Roadshow 13	Monday 19 April 2021	Public Health Wales Screening
Roadshow 14	Monday 19 April 2021	Public Health Wales Microbiology
Roadshow 15	Wednesday 21 April 2021	Public Health Wales Microbiology
Roadshow 16	Wednesday 21 April 2021	Velindre NHS Trust
Roadshow 17	Tuesday 27 April 2021	Public Health Screening

## 13. Appendix 4: LINC Roadshow Poster



LINC Roadshow  
Poster 2021.pdf

## 14. Appendix 5: Feedback Survey Questions



LINC Roadshow  
Survey 2021.pdf

## 15. Document Control

### Document Information

<b>Document ID:</b>	LINC REP19
<b>Document Name:</b>	2021 Roadshows Report
<b>Version:</b>	1.0
<b>Date Issued:</b>	29 June 2021
<b>Review Date:</b>	N/A
<b>Status:</b>	Final
<b>Document Authoriser:</b>	Judith Bates
<b>Document Owner/Author:</b>	Natalie Melliard
<b>Contributor(s):</b>	Rob Bailey, Paul Williams

### Document History

Amended by	Version	Status	Date	Purpose of Change
Natalie Melliard	0.1	Draft	27-May-21	Creation of document.
Paul Williams	0.2	Draft	14-Jun-21	Review and amendment
Natalie Melliard	0.3	Draft	14-Jun-21	Review and amendment
Judith Bates	0.4	Draft	16-Jun-21	Review
Natalie Melliard	0.5	Draft	28-Jun-21	Review and amendment
Judith Bates	1.0	Final	29-Jun-21	Authorise

### Reviewers (Draft) / Circulation List (Final)

Name	Title	Organisation
LINC PMO		

### Document Location

System	Location
<b>iPassport:</b>	NHSWHC LINC/ LINC Controlled Documents
<b>Shared Drive:</b>	\\rytu1srvfil0001\shared\NHS Wales Health Collaborative\LINC Programme\Documentation\Communications\Roadshows\2021 Virtual Roadshows\Roadshows Report
<b>SharePoint:</b>	<a href="https://phwsharepoint.cymru.nhs.uk/whc/LINCProgramme/Library">https://phwsharepoint.cymru.nhs.uk/whc/LINCProgramme/Library</a>

**Authorisation**

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<b>Organisation:</b>	NHS Wales Health Collaborative
<b>Role</b>	Programme Director, LINC
<b>Signature:</b>	<p style="text-align: right;">29/06/2021</p> <p style="text-align: center;">X <i>JCBates</i></p> <hr/> <p style="text-align: center;">Signed by: Judith Bates (Ju132215)</p>