

Encompass Update Report	Trust Board
Reporting period	August 2024

Go Live Readiness Assessments

The Trust Go Live Readiness Assessment (GLRA) events are taking place every 30 days. This is when the readiness of the Trust for a safe Epic Go-Live is measured against expected progress across a number of significant areas. The Trust GLRA90 day event took place on Thursday 1st August, it was attended by the Trust Senior Team, Assistant Directors alongside our Regional encompass and Epic colleagues.

Divisional Assistant Directors and Corporate Directors for each Division presented on their current top 3-5 risks to achieving our planned Go-Live date. The overall position for the Trust is amber with 58% of divisions and workstreams reporting this as their overarching status, 33% reported a green status, an increase of 5% from GLRA120 and three areas are currently reporting as overall red:

- Change Impact, which involves assessing the changes new digital workflows bring to our processes,
- End User Devices which is responsible for deploying the additional ICT equipment across the Trust.

And

- Reporting, which assures the Trust that we will be able to provide all statutory and operational reporting from Epic

Plans to move these areas forward to an amber and subsequent green status are in place for the first two areas and the AD for Planning and Performance is working closely with colleagues from the Regional encompass and Epic teams to improve the system reporting functionality to ensure that it will meet the Trust requirements.

At GLRA90 Divisions were asked to consider an additional area for readiness moving forward, that of 'Activity Management'. This area focuses on whether services understand how they will plan for any activity downturn at Go-Live as well as post Go-Live activity level recovery. This is learning from previous Go-Lives where elective activity, relating to Out Patients for example is downturned for a period at Go-Live to relieve pressure on staff familiarising themselves with new digital workflows. The return of these services to pre-go-live activity levels has proved to be challenging to achieve in a number of areas.

Preparations are currently underway for GLRA60 on 29th August 2024 where Directors and Assistant Directors will report on service level readiness as well as Preparation and Enabling risks and updates from Workstream Leads.

ICT Equipment

The deployment of ICT equipment is progressing at pace, reliant on the completion of significant Estates enabling works. Both the End User Device workstream Lead and the Director of Infrastructure are confident that the plan they have in place will ensure completion of all works by the end of August. All enabling works for training rooms required for the beginning of Super User training on 12th August were completed and all ICT training equipment was in situ.

Sufficient funding for this exercise remains outstanding from the region with approximately £2.2M budget shortfall in the assessed need. Communication with the Regional Programme SRO regarding this shortfall continues.

All the required staff to support 'Technical Dress Rehearsal' (TDR) , a 12 week process of testing connectivity between devices are currently receiving training. This meticulous testing process of approximately 7.5K devices begins on 19th August.

People Readiness

The Trust has nominated 19% of their staff as Super Users, training for these staff started on Monday 12th August and after the first two days already over 250 staff had attended across 20 separate classes – a key milestone in our readiness preparation!

This early training, delivered by regional Epic Credentialed Trainers, permits these staff to gain additional expertise over the subsequent weeks by practicing their workflows on a test system and joining other readiness activities prior to Go-Live.

Early reports indicate that staff are happy with the content, the training facilities and the training delivery, this will continue to be monitored.

General staff training registration opened on 01.07.24 and as of 09.08.24, 62% of staff are registered and booked for at least one training course. All staff training is scheduled to begin on 02.09.24 across 42 training rooms across the length and breadth of the Trust area. Divisions have relevant target dates to achieve in relation to the registration of staff and weekly reports from the Learning Management System will be shared with Divisions to ensure the Trust remain on Track with this essential readiness activity

The Trust Professional Leads profession specific 'User Lab' sessions and multi-professional sessions are currently being scheduled from September onwards to align with all staff training. Patient Flow Days for both Acute and Community flows are organised this month to review the new digital pathways and ensure those involved have full understanding and assist familiarity to ensure a smooth Go-Live. Further readiness activities will be arranged over September and October.

Communication

The Trust is very aware that engaging with staff through regular updates on encompass events, tasks, training and information sessions is key to the acceptance of the new ways of working. The Corporate Communications Lead has a six month plan in place with all types of media, both electronic and physical posters, banners and promotional stands which incorporate countdown clocks to go-live.