

Northern Health and Social Care Trust Board Meeting in Public - Cover Sheet

Subject:	encompass Update Report		Date of Meeting: 27/03/2025	
Prepared By:	Lorraine Gordon, Trust encompass Lead			
Approved By:	Neil Martin, Director SPPICT / SRO encompass			
Presented By:	Neil Martin, Director SPPICT / SRO encompass			
Purpose				
To provide an update on encompass stabilisation at 20 weeks post go-live.			Approval	
			Assurance	
			Update	X
			Noting	
Strategic Objectives				
Build Northern Partnerships and Integrate Care	Continue to improve Outcomes & Experience	Deliver value by optimising Resources	Nurture our People, Enable our Talent & Build Our Teams	Improve population Health & address health & social care inequalities
	X	X		
Risk – please note if links to any principal, corporate or divisional risk				
1281	encompass principal risk			
Committees/groups where this item has been presented before				
None				
Acronyms				
Executive Summary				
Stabilisation Phase Work continues within Services across the Trust to stabilise activity following encompass implementation. Issues of concern are escalated to the Trust encompass Stabilisation Group via the Trust encompass Escalation Log and associated dashboards. Two main areas of concern were identified by Divisions during the Trust Post Live Readiness Assessment on 18th February 2025. These were operational reporting and data analytics which was widely considered to be insufficiently developed and the number of outstanding issues that had been raised via the v-Fire ticketing system, some since Go-Live, that remained unresolved to the Services' satisfaction. Operational Reporting Epic set up a series of reporting efforts with Divisions identifying their priority reports. A total of 88 reports were requested and 59 of these have now had Divisional sign-off with a further 9 awaiting confirmation. Significant data validation by Divisions is now required to ensure the content of these reports is accurate. Epic are working with the regional encompass team to increase training opportunities for service leaders in system reporting. A Regional Reporting Oversight Group has also been established which will be used to develop a strategy for the reporting programme. This group is part of the Regional Reporting Action Plan which began in February and will be a sub-group of the Programme Board.				

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Trust Board Reference Number: TB163/8/C

Service Delivery Plans and Regulatory Returns

The Trust has now submitted 6 Service Delivery Plan indicators and 6 critical and high priority regulatory returns with 'high confidence'. Work is ongoing on the remaining indicators and returns.

Outstanding Unresolved Issues

In a focused attempt to address the high number of outstanding v-Fire tickets, each Division provided their top 5-10 issues and 'Turbo rooms' were facilitated by Epic and Regional encompass teams to work through and resolve at pace. Updates have been reported via the Trust encompass Stabilisation Group and progress has been significant.

Elective Activity Stabilisation

A number of Acute services are yet to return to 100% pre-encompass activity levels, these include Pain Management, Gynae & Maternity, General and Breast Surgery. Planning, Performance, & Informatics teams hosted service investigation deep dives during February to review clinical, administrative, and data-related factors that may be impacting activity recovery levels. Each service area has outlined key themes and time bound actions resulting from these investigative meetings to process these services towards activity recovery. Progress will be monitored by the Trust encompass Stabilisation Group.

Super Users – Pay it Back

With both Western and Southern Trust going live on 8th May, work is underway to fulfil Northern Trust 'Pay it Back' Super User Support quota of 350. Divisions are currently seeking named individuals who will support either on site or virtually via MS Teams.

Funding 2025/26

The Trust has received a funding letter from the encompass Programme SRO confirming funding allocation from the encompass Programme for the Trust Professional Lead roles through to September 2027. Whilst this is welcomed as a stabilising influence on these roles the Trust remains concerned that the existing funding allocation does not fully take account of the range of tasks required to achieve maximum benefit from the stabilisation and optimisation phases to be addressed during the financial year. In light of this, and the short intervening period since Go-Live, discussions have taken place with the Regional encompass Programme SRO and BSO Finance Department to explore how further pressures might be addressed within an enhanced financial envelope.