

Encompass Update Report	Trust Board
Reporting period	June 2024

Preparations For Going Live

Unprecedented planning and preparations are in progress as we move towards Go-Live on Thursday 7th November 2024. Every Division and every Service in the Trust is engaged in significant readiness activities to ensure they are prepared for implementation alongside the demands of everyday service delivery. All Preparation and Enabler Workstreams are actively pursuing the necessary enabling activities and progress is on track.

BHSCT Go-Live 6th June 2024

Belfast Trust went live with encompass on Thursday 6th June 2024. A large number of our Trust staff attended Belfast during the preparations before Go-Live, to support activities such as Doctor Training (Specialists Training Specialists) and bedded cutover. Bedded cutover is a methodical process where administration, clinical staff and pharmacists transfer all in-patient details into the new system with agreed clinical data such as allergies and current medications. This then supports the teams caring for patients to provide uninterrupted care from the moment the system is switched on.

Training

As previously stated one of the key essentials to a successful implementation is staff training. Led by the Director of Human Resources, Organisational Development & Corporate Comms significant time and resources continue to be employed in the planning of this momentous task. Training registration for our 2000 identified Super Users opened on Monday 3rd June and registration will open for all staff by Friday 28th June. Divisions have relevant target dates to achieve in relation to the registration of these cohorts of staff and 57% of Super Users were registered by Monday 17th June which is on track.

As planned a group of approximately 16 encompass trained Northern Trust doctors supported BHSCT doctor training providing in the region of 3-4 training days each prior to the BHSCT go-live. This gave a valuable opportunity for these staff to receive training early and familiarise themselves with the system. As this is a 'Pay it Forward/Pay it Back' regional initiative the Belfast Trust will reciprocate with their Doctors assisting with our Medical Staff training prior to our Go-Live.

The Trust Professional Leads, with support from our HR Organisational Development team continue to plan and organise 'User Lab' sessions where staff will get hands on experience using the new ICT equipment as well as instruction on their new digital workflows. This is learning from SEHSCT where training was limited to the system and did not prepare staff fully for the new ways of working. The introduction of 'User Labs' for BHSCT go-live significantly improved the transition to digital. This familiarisation will supplement their classroom system training and will help to prepare them for the transition from paper processes. User Lab sessions are best delivered after staff have completed system training and will therefore be scheduled from September onwards.

Encompass Accommodation

Preparation for the encompass accommodation requirements is in the final stages with all training rooms undergoing Estates enabling works where required and Command Centres and Help Hubs being identified across the Trust. The Gold, Silver and Bronze command structure planning arrangements are in progress, with the intention of establishing one Gold, 2 Silver, one for Acute and one for Community and 6 Bronze command across the geographical spread of the Trust.

ICT Devices

While significant Estates enabling works continue across a number of areas, the deployment of new ICT equipment to meet the needs of our people are being deployed. Sufficient funding for this exercise is still outstanding from the region with approximately £2.2M budget shortfall in the assessed need. Communication with the Regional Programme SRO regarding this shortfall continues. As deployment progresses, a 12 week process of testing connectivity between devices, known as 'Technical Dress Rehearsal or TDR' begins in August. A number of staff resources are required for this and plans are progressing to identify staff suitable to support this exercise across a number of non-operational Divisions.

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 programme 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. The Trust Programme Lead is liaising with HR colleagues to update Staff Side colleagues on a monthly basis going forward.