

Encompass Update Report	Trust Board
Reporting period	May 2024

Preparations For Going Live

On 12th April the Trust announced that we would go live with encompass on Thursday 7th November 2024. Since then preparations have increased in pace with plans in place to prepare the Trust as well as possible for the huge disruption that a digital transformation will mean to our people and services.

Training

One of the key elements to a successful implementation is staff training and significant time and resources are currently employed in the planning of this momentous task. Whilst our 2000 identified Super Users will be trained early, during the 12-8 weeks to go live, the rest of our staff will be trained in the 8 weeks to go-live. This ensures that training is fresh and staff have the opportunity to 'play' in the practice environment 'The Epic Playground' honing their skills on the system.

Training is delivered on the whole by encompass Credentialed Trainers, staff who have undergone a 6 week course on training skills and system knowledge. A cohort of over 50 of these regionally employed staff will deliver staff training over the 12 week training period. Medical staff will be trained by Specialists, doctors who have been trained to deliver the system training. Largely these will be NHST doctors, supported by colleagues from the rest of the Trusts as part of the 'Pay it Forward, Pay it Back' scheme. As part of this initiative a group of 16 doctors are currently supporting BHSCT doctor training providing in the region of 3-4 training days prior to the BHSCT go-live on 6th June 2024. This gives these staff an opportunity to familiarise themselves with the system and ensures that this specialist training has the clinical insights that make it most effective for medical staff.

It has been widely recognised and never more so than following the SEHST implementation that system training is not sufficient in itself. The Programme Professional Leads with support from our HR Organisational Development team are therefore planning and organising 'User Lab' sessions where staff will get hands on experience using the new ICT equipment as well as instruction on the new digital workflows. It is hoped that this will better prepare them for the transition from paper processes.

Encompass Accommodation

The implementation of encompass requires a large amount of block booking of Trust accommodation. For example there is a requirement for 42 training rooms to allow for the training of so many staff and affiliated staff such as bank, locum and agency. At go-live we also require a major incident type formation with a Gold Command Centre, Silver Command Centres and a number of bronze command centres across our community localities. There is also a need for help hubs across the Trust area, centres where staff who are supporting as Super Users can find support and staff with possible log-in issues can attend to have these resolved.

Preparation for these 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.

Super Users

The 400+Trust identified to support the Belfast Trust go-live in June are completing training currently. These staff receive early training and system familiarisation that allows them to assist colleagues as supernumerary, at the elbow workflow and moral support. The 2000 staff identified as Super Users to support our own Trust go-live in November will begin registering for their training at the end of May. These staff are from across all professions and Divisions to ensure support is widespread and present in every department and every shift during the first few weeks of operating the new ways of working. Their numbers will be augmented by regional colleagues who will support our go-live as part of the regional reciprocal arrangement.

ICT Devices

A significant effort has been ongoing for almost two years to firstly scope all cica 400 Trust locations and identify and map existing ICT equipment. A further exercise to identify what additional devices are required to implement a digital health and care record across services completed in April 2024. The assessed need for ICT equipment, including mobile devices such as laptops and hand held devices is in the region of £8.3M, current regional funding amounts to £8.1M. Communication with the Regional Programme SRO regarding this shortfall is ongoing. All required ICT equipment has been ordered and deployment of devices will begin in the near future.

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 ensure when possible that Staff Side colleagues are engaged with on a regular basis.