

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

Subject:	encompass update report		Date of Meeting: 23/01/2025	
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 11 weeks post go-live.			Approval	
			Assurance	
			Update	X
			Noting	
Strategic Objectives				
<i>Build Northern Partnerships and Integrate Care</i>	<i>Continue to improve Outcomes & Experience</i>	<i>Deliver value by optimising Resources</i>	<i>Nurture our People, Enable our Talent & Build Our Teams</i>	<i>Improve population Health & address health & social care inequalities</i>
	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 Following encompass Go-Live the Trust has moved into the 'Stabilisation Phase', when work continues with Services, the Regional encompass and Epic teams to embed the new ways of working. Task and Finish Groups supported by the Trust Professional Leads and digital teams have been stood up where required to address ongoing issues with system build and new issues that have arisen since Go-Live. The Trust has developed a Business Information Qlikview log and associated dashboard for Divisions and Professional Leads to highlight issues that are either outstanding from Go-Live or new and not progressing. The log will be used to ensure monitoring via the Trust encompass Stabilisation Group noting progress to completion/resolution in tandem with the Central Tracker maintained by encompass Regional team and Epic. Thrive Training Following each Trust Go-Live, the encompass Training Team facilitate 3 weeks of additional training for staff, to improve their efficiency on the system by personalising their system view and setting up customisable order sets. The Trust is very mindful of the service pressures across all services at present. Whilst we were aware of this when scheduling the Thrive programme dates there was a limited timeframe to deliver due to the Christmas and New Year holidays. The encompass training team also have regional commitments beyond the 4th February 2025 as they begin training in both SHSCT and WHSCT in preparation for their joint Go-Live on 08.05.2025. The current position is as follows:				

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Cohort	% attendance / enrolment
Week 1 : 11 – 17 December	36% attendance
Week 2 : 15 – 22 January	59% enrolled
Week 3: 27 Jan – 4 Feb	62% enrolled

On a positive note – a number of classes in week 2 and 3 are fully booked.

Our Onboarding and Training Group have been providing regular updates to Divisional Leads and Professional Leads over the last number of weeks on attendance and enrolment, and their support in encouraging and raising awareness has been much appreciated. Directors have been requested to assist in encouraging enrolment and attendance for the January dates.

Funding 2025/26

The Trust has received a revenue funding allocation from the encompass programme for 2025/26 and is concerned that it 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. Discussions are ongoing internally regarding the best use of the allocated funding, and concerns have been raised at regional level about the overall financial envelope.

Super Users

The Northern Trust recognises the significant role Super Users had to play in the success of the Trust implementation. It is clear that this cohort of digital savvy individuals will have an important role to play during BAU, supporting new or struggling colleagues, implementations and upgrades. The Trust PMO has developed a strategy for engaging this digital community going forward to maintain the links these staff will provide to End Users, vital for future innovation and system optimisation. The strategy includes an initial validation exercise, a survey to establish the best communication channels and a communication and engagement plan containing, for example quarterly information sessions for Super Users and pertinent articles in the Trust encompass Monthly News Bulletin.

Post Live Readiness Assessment (PLRA)

During the Trust readiness preparations we held Go-Live Readiness Assessments every 30 days from 120 days onwards. Post Go-Live, encompass, Epic and the Trust will hold a first Post Live Readiness Assessment on 18th February to review a number of criteria across operational divisions. These include for example whether they are satisfied with the issue escalation process and responses, whether the new ICT equipment is sufficient and whether activity across services is returning to 100% baseline.

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