CONVENZIS

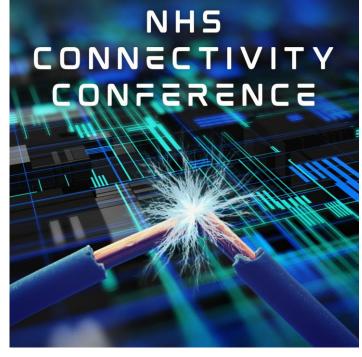# Welcome to the 2nd NHS Connectivity Conference!

8th October 2024
15 Hatfields Conference Centre,
London SE1 8DJ

1990s
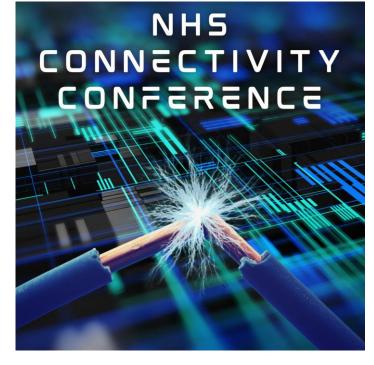
2020

2020

2024

Example customers

The Princess Alexandra Hospital

NHS
The Princess Alexandra Hospital
NHS Trust

The Grange University Hospital

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Midland Metropolitan University Hospital

NHS
Sandwell and West Birmingham Hospitals
NHS Trust

The Royal College of Physicians

Royal College of Physicians

Network Services 3 Framework

Crown Commercial Service Supplier

Kingfisher Court

NHS
Hertfordshire Partnership University
NHS Foundation Trust

Mark Taylor (He/Him) • Following
Sandwell and West Birmingham Hospitals NHS Trust
15h • 🌐

Go-Live day has finally arrived and we are now live at MMUH. An amazing day with an early start and hard work but amazing effort by all.

MMUH has the foundations in place to enable it to become a truly digital SMART hospital using technology to transform how we provide patient care.

To date some of the technology we have installed and implemented include:

- Cloud hosted phone system
- WiFi network which can support asset tracking
- Full site wide mobile connectivity
- Medical devices that connect to our EPR
- Patient monitors that monitor patients in real time
- Automated goods vehicles
- Modern security, BMS and CCTV solutions.
- Multimedia rooms to support multidisciplinary teams
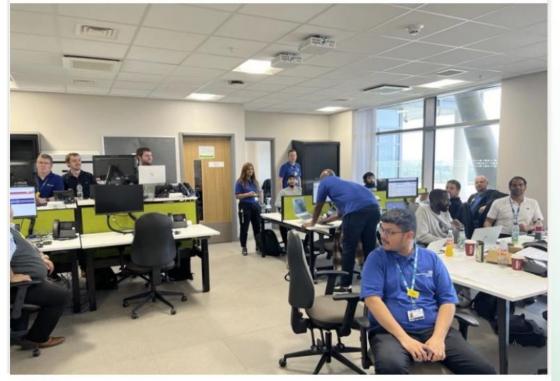
Thanks goes to the team for all your amazing efforts leading up to and including today, for those who will be providing 24/7 support over the next few days to ensure we can react quickly to any Digital issues. Leading the team to achieve this day was an honour.
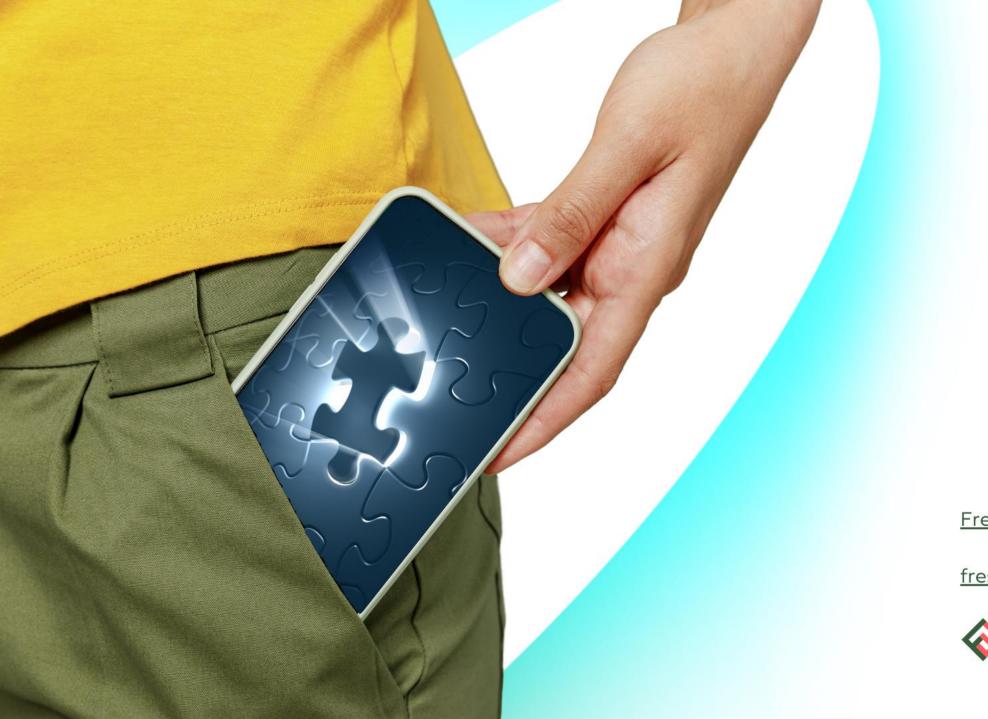
Thank you also to our suppliers who provided support today, your presence was invaluable, it was good to know you were there.

Thank you also to Rachel Barlow for leading the programme team, supporting me and my team along the way.

Over the next few weeks we prepare for our City hospital moves, however tonight I shall rest...

Wavenet
Freshwave
Cerner Corporation
#MMUH #SMARTHOSPITAL

You and 135 others   12 comments

Freshwave

freshwavegroup.com

FreshWave
You're on

CONVENZIS

Chair Morning Reflection

NHS CONNECTIVITY CONFERENCE

Dr Hatim Abdulhussein
Chief Executive Officer
Health Innovation Kent Surrey Sussex
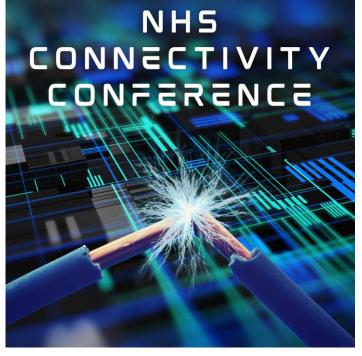
NHS Connectivity Conference – 8th Oct 2024
Consolidating Care with Cloud
Delivering SaaS Imaging Solutions

SECTRA

Introduction
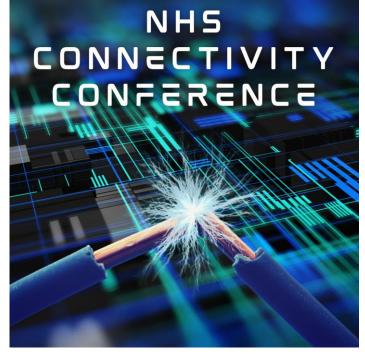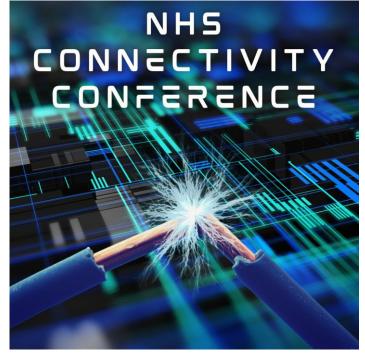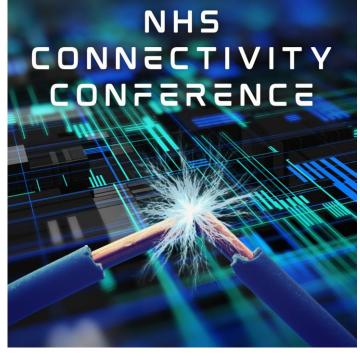
Guilherme Carvalho

Sales Manager UK&I

Sectra

SECTRA

Introduction

Presentation Objectives:

» Explore the necessity of consolidation in healthcare

» Understand the benefits that consolidation brings to patient care

» Discuss practical strategies for implementation in clinical settings.

consolidation
noun
/kənˌsɒlɪˈdeɪʃn/

the action or process of making something **stronger** or more **solid.**

SECTRA
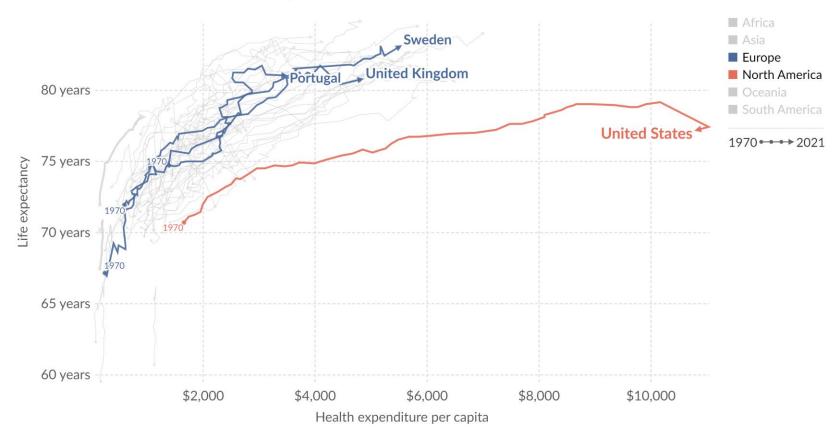
What's the problem?

Life expectancy vs. health expenditure, 1970 to 2021

Health expenditure includes all financing schemes and covers all aspects of healthcare. This data is adjusted for inflation and differences in the cost of living between countries.

Data source: UN, World Population Prospects (2022); OECD Health Expenditure and Financing Database (2023)
Note: Health expenditure data is expressed in international-$[1] at 2015 prices.
OurWorldInData.org/financing-healthcare | CC BY

Why consolidate?

» **Staff shortages**
  » Major expansions in workforce needed in both disciplines **(30-50% gaps!)**

» **Breakdowns in communication**
  » Lack of standardised terminology
  » Reduced access to imaging

» **Missed efficiency benefits**
  » MDTs, workload distribution, internal consults, etc

Sources:

cdcs-unveiled-challenges-and-triumphs.pdf (rcr.ac.uk); The Relationship Between Radiology and Pathology | Medical Imaging, Specialty-Trained Radiologists, Sports Medicine, Women's Imaging, Neuroradiology, Desert Valley Radiology | Phoenix, Arizona (dvrphx.com);

SECTRA

What could consolidation provide?

» **Informed decision making**
   » Increased imaging availability, research and innovation benefits

» **Increased efficiencies**
   » Consolidated reporting repository, less preparation time for MDTs

» **Holistic, patient centric approach**
   » More available information, fewer repeated and unnecessary procedures

Sources:

Integrating pathology and radiology disciplines: an emerging opportunity? - PMC (nih.gov); Radiology and Pathology: Time to Integrate (diagnosticimaging.com) Integration of digital gross pathology images for enterprise-wide access - PMC (nih.gov)

SECTRA

And why SaaS?

SECTRA

69% of healthcare organizations have experienced a shortage of qualified IT staff, and **66%** have difficulty retaining them

SECTRA

Healthcare organizations across the world experienced **74%** more cyberattacks compared with 2021. US healthcare entities suffered an average of **1,410** weekly cyberattacks per organization, up **86%** vs. 2021.

* Check Point Research

SECTRA

Benefits of a partnering w/ a leading cloud provider

Each physical datacenter protected with world-class, multi-layered protection

Global cloud infrastructure with custom hardware and network protection

Over **100** datacenters across the planet
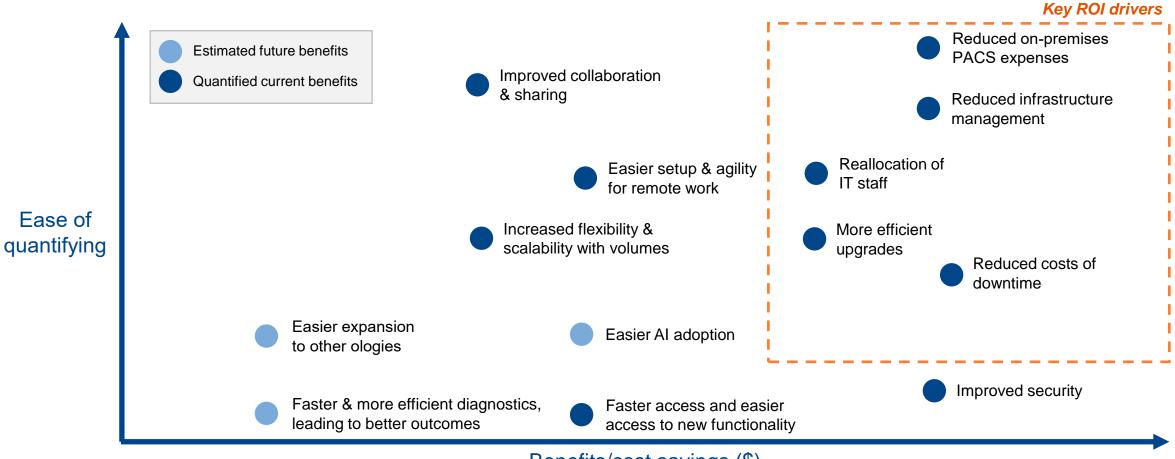
Secured with cutting-edge operational security

- Restricted access
- 24x7 monitoring
- Global security experts

CSA STAR CERTIFICATION

Microsoft Azure

SECTRA

Survey: Benefits of a cloud-based SaaS

Key ROI drivers

- Estimated future benefits
- Quantified current benefits

Ease of quantifying

Benefits/cost savings ($)

Improved collaboration & sharing

Reduced on-premises PACS expenses

Reduced infrastructure management

Easier setup & agility for remote work

Reallocation of IT staff

Increased flexibility & scalability with volumes

More efficient upgrades

Reduced costs of downtime

Easier expansion to other ologies

Easier AI adoption

Improved security

Faster & more efficient diagnostics, leading to better outcomes

Faster access and easier access to new functionality

*Survey based on interview of 12 health systems running Sectra.

SECTRA

NHS
Greater Manchester

"Our vision wasn't for a PACS system – this is a means to an end. The real vision is about how we want to take forward patient care. Our new approach will enable clinical communities and multi-disciplinary teams to **come together around the patient** in a way we presently can't do"

3,500,000 exams annually

8 Trusts

Enterprise Imaging SaaS

November 2020 First trust went live

SECTRA

NHS
North East London
Integrated Care Board

"Having a new radiology imaging solution as a fully managed cloud service relieves our IT team of management responsibilities—a significant benefit. We've also seen clinical benefits, such as faster access to new features and new technology. Choosing a scalable cloud solution moves us closer to a **consolidated** cloud system supporting all hospitals in our integrated care system."

~1,000,000 exams annually

2 Trusts

Enterprise Imaging SaaS

July 2023
First trust went live

SECTRA

Expanding on the vision

» **Artificial Intelligence**

» **Structured data lakes**

» **Personalised medicine (Genomics!)**

» **Single consolidated system for ALL imaging and diagnostics**

SECTRA

And in the future?

"Radiologist and Pathologist will be replaced by Diagnosticians + AI. We should embrace this and create diagnostics departments"

- Prof. Sam Gambhir Stanford

SECTRA

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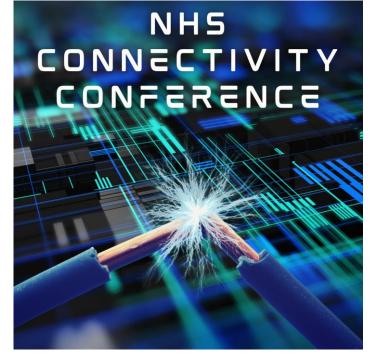
Fireside Interview
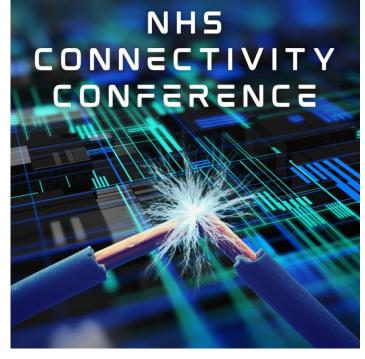
Lee Rickles
Director and Chief Information
Officer - Yorkshire & Humber

Slido

Please scan the QR Code on the screen. This will take you through to Slido, where you can interact with us.

SCAN ME

CONVENZIS

NHS CONNECTIVITY CONFERENCE
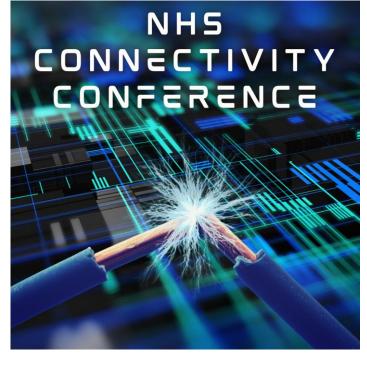
Case Study
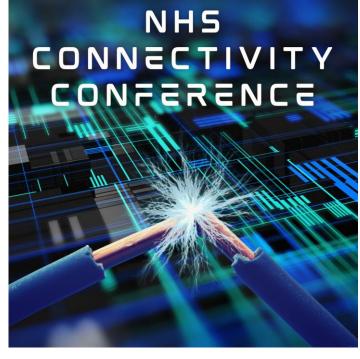
Mike Odling-Smee
Co-Founder - Aire Logic and Aire
Innovate

CONVENZIS

NHS CONNECTIVITY CONFERENCE

Case Study

Lyndon Fraser
ChromeOS Specialist
Google

Modernise the delivery of healthcare with cloud-first devices

chromeOS

The OS for a new era

This is the age of the cloud worker

No matter where you are, you can receive care.

chromeOS

Why enterprises choose ChromeOS today

Built-in, proactive security

An inherently secure OS that protects your **people** from security breaches, and your bottom-line **profitability** from costly attacks.

Zero reported ransomware attacks, ever.

Fast deployment and easy management

Super fast deployment for teams of all sizes and the ability for your **people** to easily manage your fleet from absolutely anywhere.

63% faster deployment than other operating systems.[1]

36% more efficient to manage than other operating systems.[3]

Modern employee experience, from anywhere

Our modern, cloud-first OS benefits the **planet** and empowers your **people** to do their best work, whether they're in-office, remote — or anywhere in between.

14% higher productivity of hybrid and remote workers.[2]

A sustainable investment

Benefit the **planet** by lowering your organization's carbon footprint, and reduce e-waste.

46% less energy consumed than comparable competitor devices.[4]

A smart investment

State-of-the-art devices that ultimately bring down costs, improve your **profitability**

£396 average cost savings per device per year.[5]

chromeOS

[1] IDC Business Value Snapshot, sponsored by Google ChromeOS, The Business Value of ChromeOS, doc #US50055223, January 2023 | [2] IDC Use Case Brief, sponsored by Google ChromeOS, The Business Value of ChromeOS for Hybrid and Remote Workers, doc #49731122, January 2023 | [3] IDC Business Value Snapshot, sponsored by Google ChromeOS, The Business Value of ChromeOS, doc #US50055223, January 2023 | [4] Determining end user computing device Scope 2 GHG emissions with accurate use phase energy consumption measurement, 2020 | [5] IDC Use Case Brief, sponsored by Google ChromeOS, The Business Value of ChromeOS for Hybrid and Remote Workers, doc #49731122, January 2023
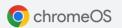
ChromeOS is the most secure OS out of the box[1]

Zero

reported ransomware attacks on ChromeOS ever

[1] Atredis Partners: Google ChromeOS Competitive Analysis, 2024
[2] IDC Business Value Paper, sponsored by Google, The Business Value of ChromeOS, doc #49920522, March 2023
* As of 2024 there has been no evidence of any documented, successful virus attack or ransomware attack on ChromeOS. Data based on ChromeOS monitoring of various national and internal databases

chromeOS

Executables can't run on ChromeOS

ChromeOS automatically blocks harmful executables and safeguards system files, preventing ransomware and other threats. Regular updates ensure your devices stay protected against emerging vulnerabilities.

Granular, flexible policy controls

IT can approve or block apps and extensions, remotely disable or wipe devices that have been lost or stolen, and manage advanced security controls to protect your fleet.

Continuous and automatic updates

Frequent updates happen automatically in the background for continuous protection against the most recent threats.

Customized data-leak protection

Set up automated protections against data leaks, customized to format (copy paste, screenshots), source (business-critical locations), destination (like social media or personal email), or user (specific groups of employees).

Effortless to manage | Lower IT workloads

ChromeOS frees IT to focus on innovation

100

75

50

25

0

93%
88%
91%
92%

7%
12%
9%
8%

Apr-Jun '22   Jul-Sep '22   Oct-Dec '22   Jan-Mar '23

Actual customer ticket data per device
1,200 Chromebooks - 307 Windows

chromeOS

Effortless to manage   Rapid device deployment

ChromeOS devices deploy 63% faster than other operating systems²

Drastically reduce time to manage devices:

- New employees? Deploy fast with zero-touch enrollment
- Lost a device? Remotely disable to prevent theft
- Any other issue? 24/7 IT Admin support

🌐 Chrome Remote Desktop

💬 24/7 Google support

²IDC Business Value Paper, sponsored by Google, The Business Value of ChromeOS, doc #49920522, March 2023

chromeOS

A smart investment for the business

Reduced employee downtime from background updates

Security breach cost avoidance

Reduced hardware and licensing costs

£

Lowered IT overhead

Employee efficiency

Save **£396** /device/year

Hardware/ Software savings

Risk mitigation

chrome enterprise

A sustainable investment

ChromeOS devices consume as much as **46% less energy** than comparable competitor devices.[1]

[1] Sutton-Parker, J. (2023), 'The impact of end user computing carbon footprint information on human behavioural change and greenhouse gas abatement'. Warwick, UK: University of Warwick

Carbon-free future

ChromeOS is a cloud-first platform that continuously improves to become more sustainable over time, resulting in lower overall device carbon footprint.

Responsible energy conservation

ChromeOS power management capabilities offer efficient charging and optimized device performance.

Minimum waste

ChromeOS devices are made with sustainable raw materials and provide the ability to share devices between multiple users, which results in fewer resources and minimum waste.

10 years of automatic updates

ChromeOS devices receive 10 years of automatic updates, which keeps them safe and up-to-date for longer. This can help to extend the lifespan of your device, reduce e-waste, and lower your total cost of ownership.

chromeOS

Improving the practitioner experience

Allow practitioners to **spend more time** with their patients

Fast: 4-6 seconds from powered-off

No disruptive updates

Devices stay fast, don't slow down over time, and updates happen in the background

Quickly sign in with SSO and tap and go solutions

All-day battery life, even during the longest shifts

chromeOS

ChromeOS **modernises and enhances** the delivery of care

Reducing your IT investment

Fewer technology needs

Increased security

Streamlined IT management

Easier device deployment

Improving the patient experience

Self-service access to information

Kiosks / tablets / digital forms

More time with practitioners

Improving the practitioner experience

Fast boot times

Automated updates in background

Simple & familiar interface

Quick login options

Versatile devices, long battery life

Improving your facility operations

Built-in security

Reduced data risk

Less downtime

Increased productivity

chromeOS

The future of end user computing is web based

While IT departments almost unanimously believe the future of end user computing at their organization is web-based, **half of applications still remain client-based today.**

Source: A commissioned study conducted by Forrester Consulting on behalf of Google, "Deliver a Next-Generation Endpoint", April, 2024

chromeOS

90%

of IT leaders agree that the future of end user computing is web-based

50%

of applications remain on the client.

Welcoming the Cameyo team to Google

This exciting development marks a significant milestone in our mission to make **legacy applications accessible and easy to manage within the ChromeOS ecosystem.**

ChromeOS virtualization ecosystem

Virtual Desktop Infrastructure (VDI)

Non-cloud delivery of **Windows desktops** managed from the customer's on-prem environment.

Desktop as a Service (DaaS)

Cloud-based delivery of **Windows desktops**, typically fully hosted from the vendor's cloud environment.

Virtual App Delivery (VAD)

Cloud-based delivery of **virtual applications**, hosted wherever the customer chooses.

CAMEYO
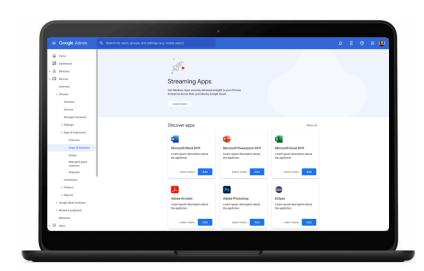
✓ ChromeOS is committed to helping customers leverage their existing virtualisation investments while providing a future path for modernisation - and will continue to do so.

chromeOS

The future of work is application delivery across web and virtualised apps, seamlessly integrated into user and admin flows

Web and **Virtual Apps** co-exist seamlessly. Login, Files and cross application workflows work as the user would expect.

Admins dynamically provision virtual apps directly from Admin Console. The complexity to spin up virtualisation back-ends is abstracted away.

chromeOS

Powerful ways to
modernise your healthcare delivery today

Tablet & frontline healthcare devices

Shared workstations

Digital signage, communications, wayfinding

In-room entertainment and information

Virtual care and telehealth

Self-service patient kiosks

Digital inclusion initiatives

chromeOS

ChromeOS provides a single platform to deliver multiple experiences for patients, caregivers, & healthcare providers

Informational signage

Self Check-in

Wayfinding

Patient care

Cloud or VDI

Employee/Internal comms

24 HR TESTING

chromeOS

Breathe **new life** into your current devices with ChromeOS Flex

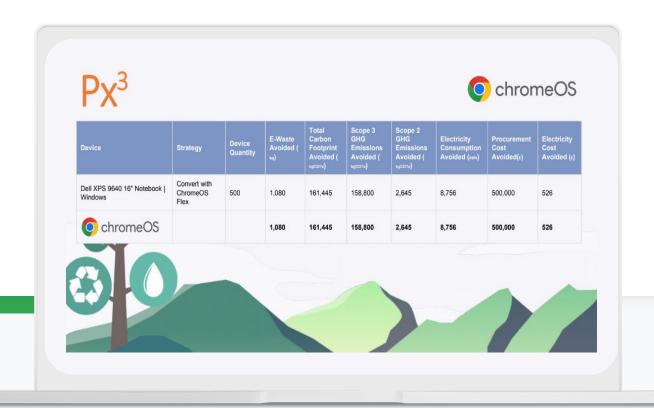Install our fast, cloud-first operating system on your current PCs within five minutes and at no cost.

Certified models receive **10 years of support** from their original date of manufacture.

Revive old or compromised devices and get all the benefits of ChromeOS.

Remotely manage every device in your fleet from one console

61.3 Mt of e-waste was thrown away in 2023,[2] costing your business, and the planet.

Devices running **ChromeOS Flex** boot up in seconds and don't slow down over time, so your employees can spend less time waiting and stay productive.

Achieve cost-savings of up to 96% by avoiding new device, subscription, and energy costs.[2]

ChromeOS devices reduce your energy consumption by up to 46%, and installing ChromeOS Flex reduces energy consumption by 19% on average[1] and can offer e-waste reductions of 100% in the first year of deployment.[2]

[1]Sutton-Parker, J. (2022), 'Quantifying greenhouse gas abatement delivered by alternative computer operating system displacement strategies'. Pre-Print for Science Direct. Berlin, Germany: ResearchGate
[2]Chrome Enterprise, "Tackling the E-waste Crisis Through Circularity", April 2023

chromeOS

Chromebook Plus is Google's investment in AI for laptops

A new line of laptops, with higher performance and powerful AI

Vision for AI

- ✓ Built in access to Gemini

- ✓ Built-in access to Gemini-powered OS-level generative features

- ✓ Cutting edge integrated Google AI

2x faster with more processing power
2x memory & storage

chromeOS

ChromeOS

customer success

Key Challenge

After a ransomware attack in 2018, CUF (Portugal's largest healthcare provider) needed a solution that provided seamless collaboration and the security necessary to handle sensitive personal health information.

Solution

CUF chose ChromeOS devices due to the security, sustainability, and ease of management. They serve a million patients a year with 12,000 Chromebooks deployed across CUF's network. With computers deployed and managed remotely, IT no longer needs to be on call 24/7 to prevent the disruption of unplanned medical procedures.

Benefits

Security

Sustainability

Ease of Management

Collaboration

> "We had to be on call 24/7 because when one computer broke down it could be a surgery couldn't go ahead. [With ChromeOS] **now all the problems and upgrades can be fixed remotely.**"

José Manuel Vera
CIO, CUF

Blog Post

Hackensack Meridian Health

Key Challenge

Use technology to digitise healthcare by reorganising operations and IT program to improve practitioners user experience, allow more people to work from home, and enable telemedicine while upholding compliance & security standards.

Solution

Chromebooks used with Imprivata accessing Epic with Citrix

Benefits

10% reduction in login times to the EPIC electronic medical platform

$6 million savings in licensing, management, and infrastructure costs

Built in security features
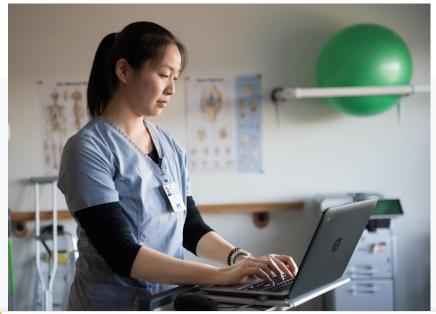
Easy centralized management of devices, users, and applications.

Runs virtualized legacy applications without compromising security.

Allows rapid pivoting from office model to work from home model, even for a dispersed workforce.

Provides readiness for telemedicine.

Maintains productivity regardless of where work is performed.

"The cost savings are impressive, but the biggest impact of using ChromeOS devices is that our clinicians, nurses, and other frontline workers have fast, secure access to health records in EPIC, so they can deliver faster, better patient experiences."

chrome OS

For more information on **ChromeOS** visit us below

Learn more on our website:
goo.gle/CEhealthcare

Speak to our team:

Funding and support for organisations interested in piloting ChromeOS
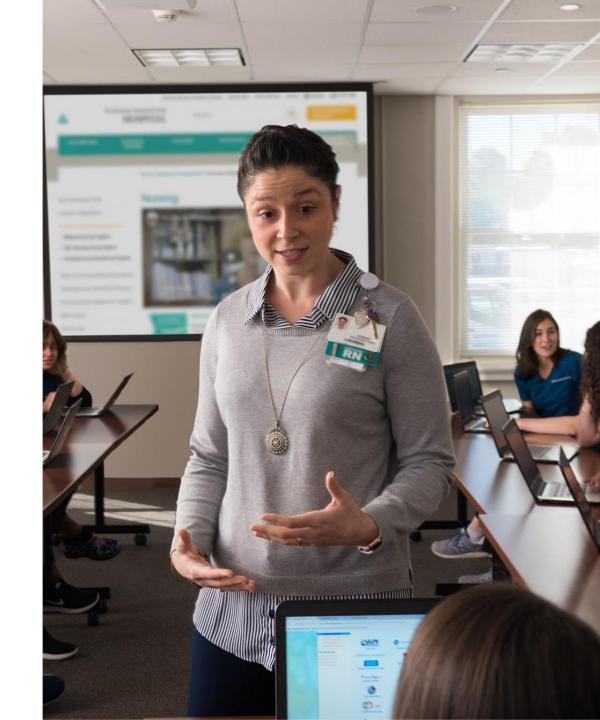
chromeOS

Julia Lake
Associate Director of Digital
(Data) - Leeds Teaching Hospitals
NHS Trust
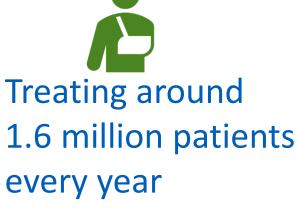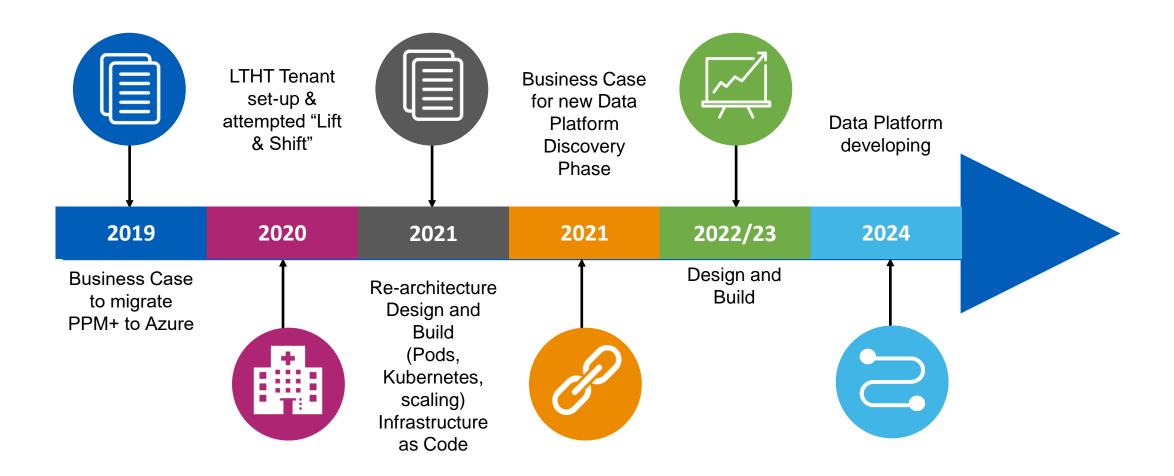
Data Platform Discovery

"Several unofficial DWH or platforms operating in silos (Shadow BI)"

"Too long from sourcing data to gaining insights"

"No data dictionary /data glossary"

"Lots of untapped data sources & potential"

Missing central coordination of data usage in system assets

Multiple reporting platforms

Overview of available data sources and content

Missing data stewardship

Report duplications leads to confusion about the truth

Lack of documentation of data sources means need for SMEs

Missing directory of reports available

To Unify our data, providing accessible information & insight to all.

The Future at Leeds Teaching Hospitals NHS Trust

- Smart Buildings
- Digital Wayfinding
- Remote & Virtual Care
- Mobile Apps
- Self-care (Monitoring tools)
- Collaboration Tools

LEEDS GENERAL INFIRMARY

LEEDS CHILDREN'S HOSPITAL

Leeds General Infirmary

THE BAKERY

To Unify our data, providing accessible information & insight to all.

Digital Footprint is changing

Flow

Footprint

Fabric

To Unify our data, providing accessible information & insight to all.

Data Management Strategy

- Data Security Management
- Retention & Storage Framework
- Metadata Management
- Data Modelling *(CDM based on NHS DD & Clinical CDM, OMOP)*
- Reference Data & Master Data Management
- Data Quality & DQ Policy
- Data Catalogue (Purview) & Business Glossary
- Data Stewardship
- Power BI Framework

Change in Operating Model, cultural shift, service wrapper, Training & Development and Enterprise-wide Data Literacy Programme

#LeedsDigitalWay
CONNECTS • TRANSFORMS • IMPROVES

To Unify our data, providing accessible information & insight to all.

High Level Benefits

New Data Sources

CONNECTIVITY

Standardisation across data sources enhances the ability to link and augment data (Data Models)
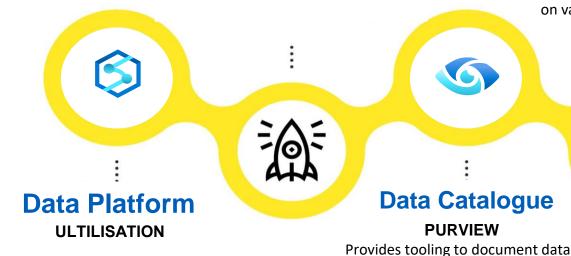
Automation

EFFICIENCY

Processes with be streamlined & automated
Reduces the need to undertake manual tasks and allows work on value-added tasks

Cost Management

Financial Control

Assists with the ROI and Cost Benefits Analysis. It can be used to leverage conversations around reporting priorities and data sources.

Data Platform

ULTILISATION

More users will access the DP & interact with data

Self-service reports will increase data interaction

Data Catalogue

PURVIEW

Provides tooling to document data lineage, linkage, transformations and metadata.

Benefit: Automated generation of documentation (SOPs, training, assurance, replication)

Monitoring

ALERTING

Monitoring of the environment, alerts and usage stats will provide valuable insights into data access and behaviours.

To Unify our data, providing accessible information & insight to all.

Stakeholders & Engagement

✓ **Tech Services** – Consider the requirements for a support wrapper & skillsets

✓ **IG Governance** – Ensure continual dialogue for security requirements

✓ **Programmes & Projects** – There were workstreams that could be absorbed into our move to Cloud

✓ **Operational** – Use Cases that previously could not be delivered

✓ **Clinical** – Use Cases

✓ **Research & Innovation** - opportunities to fold in and align new applications

✓ **System Suppliers** – if you want seamless integration start conversations early about access to system credentials for pipeline connections, turning on CDC

➢ If there is a plan to move more services to Cloud, having an Enterprise Landing Zone offers future capabilities

➢ Talk to experts, ask for a review, use the Well Architected Framework for guidance

➢ Share knowledge & experience

To Unify our data, providing accessible information & insight to all.

NHS Frontline Digitisation

The EPR Journey: You Don't Have to Travel Alone

2nd NHS Connectivity Conference: Leaving NHS Legacy Tech Behind

8 October 2024

NHS Frontline Digitisation

Introducing Our Speaker
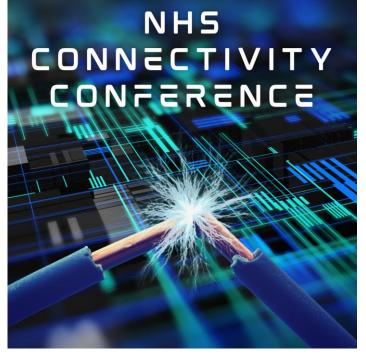
Anita Chinda

Assistant Director of Programmes – Frontline Digitisation
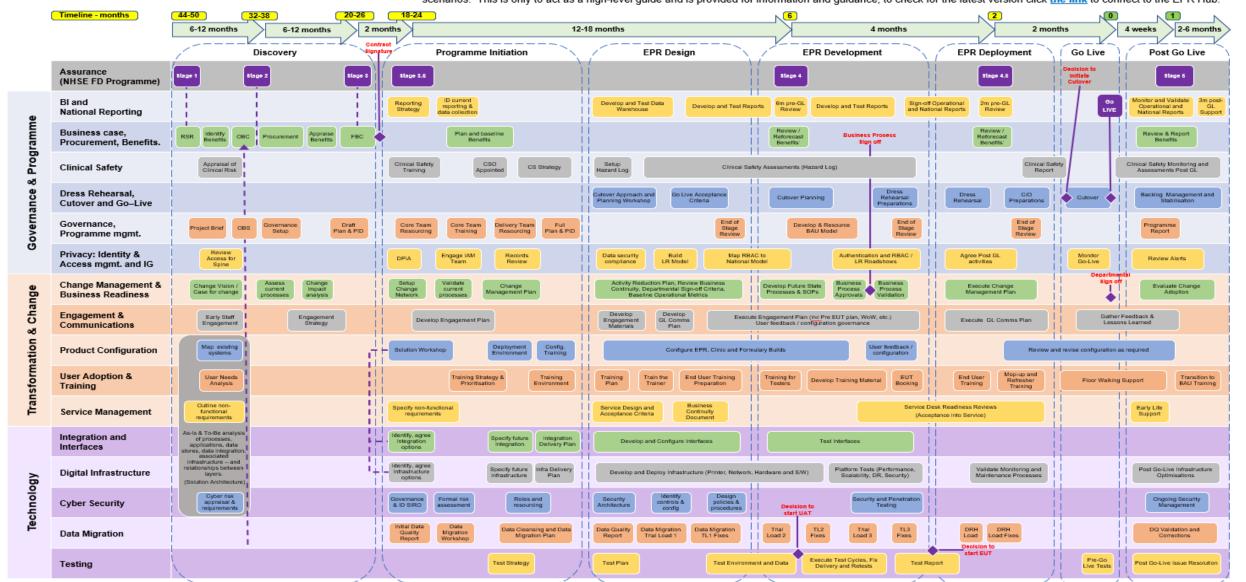
EPR Roadmap
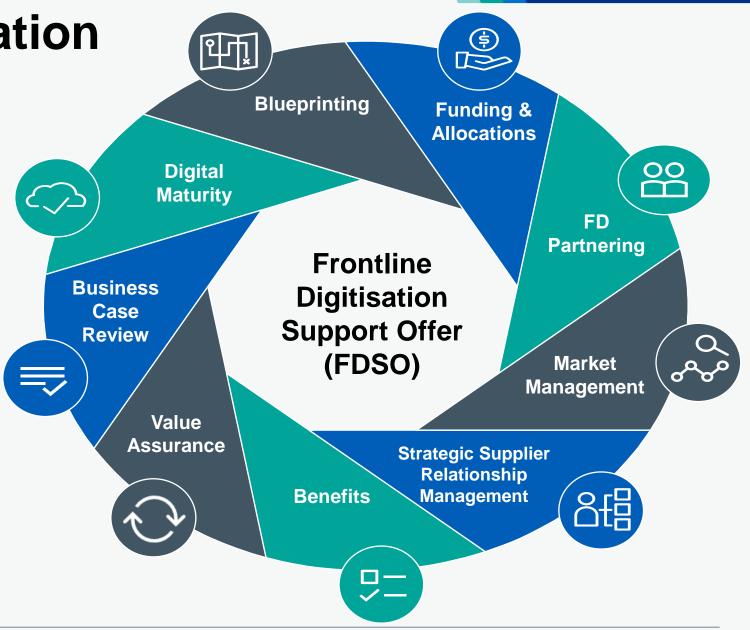
EPR Programme Roadmap (v1.62 September 2023)

This roadmap is a **high-level overview** and illustrates common key workstreams and activities in an EPR programme and national FD programme assurance. Based on a Single Trust introducing a minimal configured system with limited add on modules. Times will vary with additional modules or complex configuration or Multi trust scenarios. This is only to act as a high-level guide and is provided for information and guidance, to check for the latest version click the link to connect to the EPR Hub.

NHS Frontline Digitisation Programme

- **£2bn** Digital Transformation Programme

- Part of the **Government's Major Projects Portfolio**

- Supporting **all Trusts in England** to implement and optimise Electronic Patients Records (EPRs)

Frontline Digitisation Support Offer (FDSO)

- Blueprinting
- Funding & Allocations
- FD Partnering
- Market Management
- Strategic Supplier Relationship Management
- Benefits
- Value Assurance
- Business Case Review
- Digital Maturity

NHS Frontline Digitisation

How the Support Offer Benefits YOU...

Learning Labs	Targeted Interventions	Events & Masterclasses	Lessons Learnt	Procurement Networks
o Interactive in-person workshops held nationwide	o Unique and customised support	o Easy to access online events about EPR implementation	o Case studies captured and shared	o Networks for Trusts to come together and share insights
o NHS at its best collaborating with one another	o A deep dive analysis of challenges and issues	o Enlightening panel discussions about relevant hot topics	o Documentation for valuable insights and guidance	o A source for targeted guidance and key artefacts
o SME content tailored at various points of the EPR roadmap	o Provision of tailored solutions across your EPR journey and SME expertise	o Panel speakers from various NHS teams bringing their expertise	o Opportunity for Trusts at critical points and milestones in their EPR journey to learn from others	o Networks for Providers who face similar vendor-based experiences to connect together

NHS Frontline Digitisation

Support Offer Playbooks...

Data Migration & Reporting

Design, Discovery, Delivery Playbook

- **Defining scope and resources** for Data Migration and Reporting, as well as establishing a **robust Governance structure** is key.

- **Critical build and testing decisions** are made at these stages.

- **Cutover, Go-Live readiness** and **continuous improvement** are covered in this playbook.

Optimisation

Discovery Playbook

- **Alignment of digital transformation activities** to wider operational and Trust wide objectives.

- Gives **strategic direction** to leadership so they can focus resource and funding in the right areas to optimise effectively.

- Supports the enhanced **staff and patient experience** through improved EPR functionality.

Training

Discovery Playbook

- **Capture Key Pain Points and Success Factors**: Identify and document the primary challenges and success elements in EPR Training.

- **Provide Recommendations**: Propose potential solutions and mitigation strategies to enhance the effectiveness of EPR Training.

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Hot Off The Press – Convergence Good Practice Guide

Convergence – What's in the Good Practice Guide?

Defining Convergence & Intended Purposes

- Details on **what constitutes convergence,** the **scope of the guidance** provided, and how organisations can use the content.

- Definitions of the different **archetypes of convergence**, and their respective advantages and challenges

The Case for Convergence

- Explanation of **why trusts should converge** to implement their EPR across a range of domains

- **User benefits** of converging to a range of personas

- **Lessons Learnt from trusts** who have converged, sharing where they found the greatest value

Critical Success Factors & Suggested Activities

- Practical guidance and good practice across EPR roadmap workstreams

- **25 Critical Success Factors,** selected based on their particular importance to trusts implementing their EPRs through shared domains

- **Supplier agnostic** and suitable for **all healthcare organisations.**

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Usability – Making the Most of Your EPR

Usability

As part of the FDSO, we are now working with University Hospitals of Leicester NHS Trust and other partners on three areas of work that will help us **understand, measure and improve the usability of EPR systems across the NHS**.

National EPR Usability Survey	EPR Usability Improvement Project	Peer Learning Resources
Open to all Acute, Community, Mental Health and Ambulance Trusts, aimed at anyone who uses an EPR system. Organisations achieving **30 or more** responses will receive **bespoke** dashboards and access to peer learning support.	Targeted support for selected Trusts to test and apply model **low-cost interventions to improve usability.** Evidence and lessons learnt will be documented and shared through **blueprint documents** and other resources to help the wider NHS understand what works.	**New dedicated knowledge hub** on EPR usability will be hosted within the FDSO platform on **FutureNHS.** This will build over time to become a key resource for the NHS, bringing together **practical lessons** and experiences in improving EPR usability in practice.

650+
attendees at
53 **Learning Labs**

Most popular events were:

- Precision in Practice: The Art of Nursing Documentation *502 attendees*

- Unified Nursing Documentation: For Hospitals, Home and Mental Health *390 attendees*

2.9k
monthly recipients of **FDSO bulletin**

790+
members of the **Community of Practice**

105k
visits to the **FutureNHS Support Hub**

93
Events & Masterclasses delivered

28
Peer Networks sessions held

170+
different Trusts engaged with the **FDSO**

70
Trusts have attended the Learning Labs from all seven regions

270+
active & completed resource cell **requests** provided by SME support
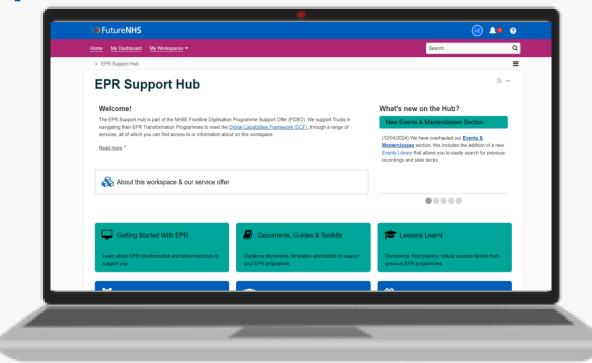

*figures updated on 03/10/2024

NHS Frontline Digitisation Support Offer

How to Access Our EPR Support Hub

SCAN ME to access
the EPR Support Hub
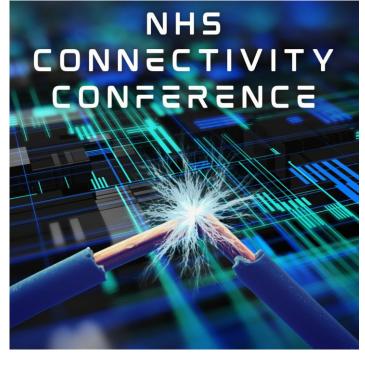
Contact us: england.fdsupporthubteam@nhs.net
Join: EPR Support Hub

Thank You

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