

Multi Trust ICS Digital Convergence Management

Health Systems Support provides intelligent support for your Health Systems implementation.

Who we are

Health Systems Support provides intelligent support for your Health Systems/ digital solutions implementation and process optimisation to maximise frontline productivity.

We build on lessons learnt and our drive for continuous improvement enabling us to excel in the provision of a range of strategic and operational consulting services.

We provide just the right level of expertise to support you through your programme. This includes the design, implementation, training and user focused enablement delivering improved patient care through the optimisation of front line productivity.

We are experienced across all care settings and vendors including, but not limited to Alterra (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMiS, EPIC, IMS Maxims, Lorenzo, Meditech, Nervecentre, RiO, TrakCare, System C and SystemOne.

We have internal expertise and a wealth of collateral, which we bring to each new engagement, accelerating delivery, driving cost efficiencies and providing measurable assurance.

Our teams are passionate about the NHS and the core values that underpin it- to quote Aneurin Bevan, 'There is no test for progress other than its impact on the individual'- We never forget that our engagement, the service we offer and what we contribute should have a positive impact on the care that you are able to provide.

Service Overview

Health Systems Support (HSS) supports Acute Trusts and ICSs to converge digital services by mapping roles, workflows and processes to shared, digitally enabled models of care. The service improves frontline productivity, modernises legacy practices and maximises value from existing EPR and cloud investments.

HSS delivers this service using a clinically led, outcome-focused methodology grounded in over 15 years of NHS EPR/EHR transformation. HSS operates to fully certified ISO standards: ISO 9001, ISO 14001, ISO 20000, ISO 22301 and ISO 27001.

What is the Service?

Health Systems Support (HSS) helps Acute NHS Trusts and Integrated Care Systems (ICSs) make better use of the digital systems they already have. We focus on improving day-to-day clinical and operational processes so staff can work more efficiently and patients receive safer, more timely care.

Our work supports NHS England priorities by helping organisations reduce health inequalities, support and upskill the workforce, improve the quality and use of data, and get better value from existing EPR, EHR and cloud investments. Rather than replacing systems, we improve how they are used in practice.

HSS provides practical advice, hands-on delivery and ongoing improvement support for acute Trusts, multi-Trust programmes and ICS-wide initiatives. Our work is clinically led and delivered using recognised quality and information security standards. We focus on fixing real operational

issues, improving data accuracy and helping organisations use digital systems consistently and safely

variation, improves data driven decision making and maximises the return on EPR/EHR and cloud investment.

The Service features a two-stream Delivery Model

Acute Trust optimisation where HSS works directly with acute Trusts to improve clinical pathways, simplify workflows and improve how EPR and EHR systems are used on the ward and in clinics. We help clean and manage waiting list data, improve RTT and PTL accuracy, strengthen reporting and give operational teams better oversight. The aim is to reduce variation, support clinical decision-making and ensure digital programmes deliver clear, measurable benefits.

ICS convergence and standardisation where at ICS level, HSS supports a more blended operation by aligning data, access rules and clinical pathways across organisations. This includes creating shared datasets, improving data sharing and supporting interoperable systems that work across acute, community and primary care. A consistent, shared approach reduces duplication, improves governance and helps ICSs plan and manage care for their whole population.

Service Features

- ISO-certified quality, service, continuity and information security standards
- Proven programme and project leadership across multiple Trusts and agencies
- Clinically led workflow improvements across acute services
- Waiting list and referral-to-treatment accuracy improvement with data validation
- Shared clinical pathways and access rules across ICS partner Trusts
- ICS-wide system designs that support population health use cases
- Hands-on data quality improvement, including RTT and PTL validation
- Practical HSS delivery tools and dashboards showing live performance measures
- Scalable system designs that work consistently across ICS footprints
- Alignment between acute, community and primary care systems
- Cross-Trust data mapping, standardisation and system integration

Multi-Trust and Agencies standardisation to reduce variation and support prevention

Service Benefits

- Reduced unwarranted variation
- Increased digital adoption across Trusts and ICS partners
- More equitable access across the Acute to ICS/ICB and community services
- Earlier identification of deteriorating, vulnerable, or at-risk patients
- Improved patient safety and clinical practice
- Increased user adoption and confidence
- Consistent standards and shared pathways across Trust and ICS systems
- Reduced delivery risk and improved governance

- Clear KPIs and measurable outcomes
- ISO aligned quality and information security controls
- Better population health insights through integrated data
- Reliable data for acute operational decisions
- Integrated datasets to support ICS wide planning and risk management
- Enhanced reporting for clinical, operational and financial oversight

Service Levels

HSS provides SLAs including reporting cadence, risk reviews, escalation routes, information governance compliance and KPI monitoring.

Onboarding

Discovery, stakeholder mapping, access setup and initiation workshops. To support Empowering the NHS Workforce

Approach for Acute Trusts where HSS strengthens acute digital maturity by supporting role-based training, operational readiness, and pathway-based clinical engagement.

Approach for ICS/ICB Convergence: where HSS standardises training, governance, workflows and digital competencies across organisations, reducing burden and improving interoperability.

How HSS Delivers

- Role-based training and digital capability building
- Acute go-live, cutover and hypercare teams ensuring safe adoption
- Shared ICS digital competency frameworks
- Programme and project leadership embedded across organisations
- Post-live optimisation to embed practice and stabilise operation

Offboarding

Structured handover, documentation transfer, knowledge transfer. With expected outcomes of

- Confident, capable clinical and operational teams
- Reduced friction during major system transitions
- Consistent digital capability across ICS partners

KPIs

KPIs include adoption metrics, workflow compliance, risks, data quality indicators.

Pricing Model

Day-rate model with optional fixed-price deliverables, aligned with HSS G-Cloud Pricing Guidelines and Rate Card.

Dependencies

Access to SMEs, systems, governance forums and required documentation.

Customer Responsibilities

Provide access, decisions, governance and timely information.

Supplier Responsibilities

Deliver outcomes, maintain quality, meet ISO standards.

Who would Benefit from our services?

All Trusts looking for guidance/ support with their Health Systems Implementation. The Government's ICT Strategy and 'Digital by Default' standards require substantial shifts in culture and ways of working within the public sector. We work with Trusts to create an environment where all stakeholders, from Trust Board, Programme Team and End Users feel fully engaged with, and consulted on, the transformation. The transformation must be tangible and understandable for all stakeholders, the target vision clearly understood, and stakeholders have sufficient opportunity to be consulted and involved, our engagement approach ensures that Trust teams feel part of the solution.

Who we work with

We are exclusively healthcare and UK focused. We work with Trusts;

- looking to outsource their Change/ Transformation, Training, Operational readiness assessment, go live and post live optimisation workstreams within a systems programme
- needing the provision of remote training services to support the education and development of staff EPRs/ EHRS via webinar, e-learning or bespoke online training delivery
- needing an experienced partner to share responsibility and ensure that the benefits of the transformation are realised.
- Wanting to realise the benefits of their investment in cloud solutions

Our Approach

We never forget that this is your project underpinned by our expertise. We bring with us lessons learned, templates, dashboards, technology and expertise to support your team. We are happy to share our lessons learned whether we are taking responsibility for the entire workstream or providing a single specialist.

Whether we are supporting with our methodology or working within the vendors implementation methodology we always:

- Bring lessons learned and share guidance on the outcomes of choosing a preferred path
- Apply the latest thinking – we keep our teams current with regular knowledge sharing events with the latest EPR implementation knowledge and technology trends.
- Deliver operational transformation not just technology implementations, our teams understand the strategic clinical and operational context, goals and benefits case that underpin your investment and our shared outcomes
- Bring implementation expertise, by providing system specialists that have implemented within the NHS and are able to advise and guide Trust teams and/or take responsibility for delivering workstream.
- We are UK specific and all of our teams have worked within the NHS and understand the roles and patient pathways

- Our approach is to work in partnership with our NHS colleagues. Our specialist EPR/ EHR focussed delivery teams have deep experience of delivering transformation underpinned by the implementation of cloud technology to support positive population health outcomes.
- Developing your inhouse skills to ensure that your digital teams are able to deliver technology enabled transformation
- Ensure that we leave a legacy of skills and support documentation to maintain continuity when we are no longer on site.