

EPR and clinical systems Testing, UAT Services

Health Systems Support

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

Altera (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMIS, EPIC, IMS Maxims, Dedalus Lorenzo, Meditech, Nervecentre, RiO (Access), TrakCare, System C and SystmOne.

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.

Service Overview

Health Systems Support provides clinically informed User Acceptance Testing (UAT) management for NHS EPR programmes. We plan, manage and assure multi-cycle UAT, defect triage and dress rehearsals, ensuring clinical safety, operational readiness and confident go-live through structured testing, reporting and stakeholder engagement

Health Systems Support (HSS) delivers this service using a clinically led, outcome-focused methodology grounded in over 20 years of NHS EPR/EHR transformation. HSS operates to fully certified ISO standards: ISO 9001, ISO 14001, ISO 20000, ISO 22301 and ISO 27001.

Our Services

Infrastructure & Cloud Services	Application Services	Transformation	Implementation	Optimisation
- Development of Cloud strategy - Current state review - Adoption approach recommendations - Board alignment	- Define & design approach to cloud technology adoption - Deep dive analysis - Architecture recommendations - Agile delivery - Strategy	- Cloud operating model - Cloud hosted service solutions - Best practice advice - Benefits design and engagement - Communication plans	- Policy documentation and SOPs - Training design, schedules and collateral - Operational readiness plans and dashboards - Early live support	- Down time resilience - Clinical adoption - Pathway optimisation - Return on investment - Revive, Thrive

What is the Service?

Health Systems Support (HSS) provides clinically informed User Acceptance Testing (UAT) Management and Go Live Assurance for NHS EPR/EHR programmes across Acute, Community and Mental Health care settings. We support organisations to safely test, validate and adopt digital systems that underpin complex clinical care pathways. Our service delivers end to end UAT

management, including strategy, planning, design, execution, defect triage, dress rehearsals and readiness reporting.

We work in partnership with clinical, operational, digital and supplier teams to validate BAU workflows, integrations, and patient journeys across all care settings relevant to your project.

We place strong emphasis on clinical safety, operational readiness, and user adoption. Using structured methodology and proven tools, we help reduce risk, support informed go live decisions and enable rapid stabilisation, while transferring knowledge and capability to internal teams to support long term sustainability.

Our Consultant Skills and Qualifications:

HSS consultants are experienced NHS digital professionals with strong clinical system, testing and programme delivery backgrounds. Our teams bring hands on expertise across the full System Development Life Cycle (SDLC), supporting safe and effective EPR/EHR implementations.

Our teams typically offer:

- Proven experience delivering EPR/EHR testing and UAT for NHS organisations
- Hands-on expertise across major clinical systems
- Strong knowledge of NHS clinical workflows, pathways and operational processes
- Demonstrated leadership of UAT, functional, integration, regression and performance testing
- Expertise in defect management, risk mitigation and readiness assurance
- Experience working within Agile, Waterfall and V-model delivery methodologies
- Ability to translate complex clinical and technical requirements into clear test strategies
- Strong stakeholder engagement skills, working effectively with clinicians, vendors and programme teams
- Production of clear test plans, metrics, dashboards and audit-ready documentation
- Commitment to NHS clinical safety, information governance and quality standards

Consultants are supported by HSS delivery methods, tools and governance, ensuring consistency, transparency and high-quality outcomes across all care settings.

Offering planning, analysis, design, configuration and implementation. We deliver transformation and business benefits in partnership with your Programme/ Project Team with a wider Trust engagement.

We work with you to build a sense of ownership amongst teams, accelerating the adoption of new ways of working. Our services, by virtue of their agile and iterative approach, is particularly well suited to support Cloud based transformation projects.

Features

- Clinically informed UAT management for NHS EPR programmes
- Multi cycle UAT planning, execution and coordination
- Functional, integration, regression and user acceptance testing
- Defect triage, prioritisation and resolution management
- Go live dress rehearsal planning and execution
- Real time progress, risk and readiness reporting
- Clinical workflow and pathway validation
- Vendor, clinical and programme team coordination
- Structured entry and exit criteria assurance
- Knowledge transfer and testing capability uplift

Benefits

- Safer EPR go lives with reduced clinical risk
- Improved system usability through clinician validation
- Clear release decisions based on tested evidence
- Reduced disruption during go live and stabilisation
- Faster defect resolution before production release
- Greater confidence for clinicians and operational teams
- Improved data quality and system reliability
- Stronger adoption across clinical services & improved frontline productivity
- Reduced rework and post go live issues
- Sustainable in-house testing capability

Our Approach

Our model is designed to support repeatable, auditable improvement. By retaining delivery capability and institutional knowledge within HSS, we ensure that learning, governance improvements, and service enhancements are sustained beyond individual programmes and aligned with NHS expectations of continuous service improvements.

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

We agree our deliverables and exit strategy with you from day one. This approach ensures a shared, transparent, deliverable based partnership with both the core deliverables and the aspirational 'soft' deliverables clearly defined.

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

- Bring lessons learnt 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 achieving improvements in frontline productivity
- 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 NHS staff 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 and improvements in frontline productivity
- Ensure that we leave a legacy of skills and support documentation to maintain continuity when we are no longer on site.

Service Levels

Our service levels vary depending upon the service being deployed and will be agreed in advance including reporting cadence and measured throughout the duration of the engagement. Every Project, whether light touch or full delivery follows our DOIT process- Discovery, Organise, Implement and Transition.

As part of our continuous improvement approach HSS provides a bespoke dashboard which shows the who, what, where and when and our shared progress against the agreed KPIs.

Availability

- Core hours: Monday–Friday, 09:00–17:00.
- Extended hours and weekend support available during go-live periods by agreement.

Onboarding HSS onboarding is structured and proportionate to the service scope. It includes discovery sessions, stakeholder mapping, confirmation of objectives and deliverables, access to systems and tools, and agreement of governance, reporting and escalation routes. Test strategy, plans and timelines are confirmed before delivery begins to ensure readiness and alignment with Trust priorities.

Offboarding

HSS offboarding is structured to ensure continuity. It includes formal handover of documentation, test artefacts, reports and outstanding risks, knowledge transfer to Trust teams, access removal, and confirmation of service closure. Where required, we provide recommendations for next steps to support ongoing optimisation and business-as-usual transition.

Who would Benefit from our services?

This service is suitable for NHS organisations delivering or supporting clinical systems programmes, including Mental Health, Acute and Community Trusts, and Integrated Care Systems (ICSs). It is particularly beneficial for organisations preparing for UAT, go-live or major system changes, those requiring independent testing assurance, or Trusts needing additional capacity or specialist expertise to manage clinical safety, adoption and operational readiness.