

Transformation, Change Management and Digital Adoption

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

Delivers structured, clinically informed change management tailored to NHS environments, supporting frontline digitally led productivity initiatives and EPR/EHR deployments. The service increases stakeholder engagement, builds local ownership and accelerates adoption of standardised, digitally enabled ways of working that release time back to care

We adopt a partnership approach with shared risk, clear deliverables and tangible, measurable outcomes (all underpinned by our considerable referenceable experience).

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?

Our Change Management and Adoption service supports NHS organisations to achieve sustained clinical and operational adoption of Electronic Patient Record systems.

The service focuses on helping staff understand, accept and effectively use new digital ways of working by addressing behavioural, cultural and practical barriers to change. It combines structured change management approaches with detailed knowledge of clinical workflows, training delivery and live operational environments.

HSS typically delivers this service from the earliest stages of an EPR programme, working alongside programme leadership, clinical teams and operational managers to embed change activity into mobilisation, design, training and go live planning. This ensures that adoption is treated as a core delivery objective rather than a late stage dependency.

HSS also has extensive experience joining programmes during build, go live or post go live phases where adoption challenges have already emerged. In these situations, the service is used to diagnose root causes of resistance, low confidence or inconsistent usage, and to implement targeted interventions that improve engagement, performance and sustainability. The service is practical, evidence informed and closely aligned to live operational pressures, ensuring change activity supports patient safety, staff confidence and organisational readiness.

Service features

- Structured change management supporting staff readiness confidence
- Sustained system adoption.
- Engagement with clinical leaders managers and teams shaping adoption approach.
- Assessment of organisational readiness culture capability and change impact risks.
- Targeted interventions addressing resistance uncertainty confidence gaps and behavioural barriers.
- Alignment of change activity with training delivery testing and go live.
- Post go live adoption review informed by real world system usage.
- Collaboration with operational and performance teams using live service data.
- Developing clear communication materials, supporting engagement across diverse staff groups.
- Integration with workflow design training floorwalking and support services.
- Delivery grounded in practical NHS experience across multiple EPR programmes.

Service Benefits

- Accelerates adoption of digital systems across clinical and operational teams
- Improves frontline productivity by embedding efficient digitally enabled workflows
- Builds local ownership and accountability for sustained change
- Improves patient flow through consistent adoption of redesigned pathways
- Reduces non value adding activity and unnecessary variation
- Improves documentation quality and clinical safety outcomes

- Ensures staff understand why change is required
- Links digital change to measurable operational and clinical benefits
- Supports long term sustainable transformation beyond initial deployment
- Releases time back to care through effective adoption

Who would Benefit from our services?

Our services benefit NHS organisations, such as Acute, Mental Health, Community, Integrated Care Systems (ICSs), Primary Care Networks (PCNs) and Specialist Trust frontline staff and system leaders seeking to deliver safe, sustainable and digitally enabled productivity improvements in line with NHS England's frontline productivity ambition. The service is designed to support NHS organisations in delivering measurable, sustainable productivity improvements in line with NHS England's frontline productivity ambition, including the targeted 2% improvement through digitally enabled change.

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

Service Levels

Service levels are agreed during mobilisation and tailored to the scope, scale, and delivery model of the service.

Service levels may include:

- Agreed mobilisation and delivery plans
- Defined governance, reporting, and escalation routes
- Delivery aligned to agreed milestones and dependencies
- Regular progress and status reporting

- Issue and risk management in line with programme governance
- Structured handover and service closure

Service levels are reviewed periodically and adjusted where scope or delivery approach changes.

KPIs

KPIs are agreed with the customer during mobilisation and aligned to service objectives.

Typical KPIs may include:

- Delivery against agreed milestones
- Quality and completeness of deliverables
- Timeliness and accuracy of reporting
- Responsiveness to issues and change
- Stakeholder feedback and satisfaction
- Readiness and assurance at key decision points

KPIs are reported through agreed dashboards or reports.

Pricing Model

Pricing is structured to be transparent, flexible, and proportionate to the service delivered.

Pricing may be based on:

- Fixed-price or capped work packages
- Role-based day rates
- Modular components aligned to service scope
- Optional services priced separately where required

All pricing is agreed prior to service commencement and is exclusive of VAT.

Onboarding

Onboarding ensures the service is mobilised efficiently and aligned with the wider programme or organisational context.

Onboarding typically includes:

- Confirmation of scope, objectives, and success criteria
- Agreement of delivery model, governance, and reporting
- Identification of key stakeholders and contacts
- Access to required systems, data, and documentation
- Finalisation of plans, milestones, and dependencies

Onboarding activities are proportionate to service complexity and urgency.

Offboarding

Offboarding typically includes:

- Completion and handover of agreed deliverables
- Provision of supporting documentation and records
- Knowledge transfer to customer teams where required
- Formal service closure and confirmation of next steps
- Customers retain ownership of all deliverables following service completion.

Dependencies

Service delivery is dependent on timely collaboration and information provision by the customer and relevant third parties.

Dependencies may include:

- Availability of stakeholders and subject matter experts
- Access to systems, environments, and documentation
- Timely review and approval of deliverables
- Stability of agreed milestones and priorities

Dependencies are managed through agreed governance routes.

Customer Responsibilities

- Appointing appropriate sponsors and delivery contacts
- Providing timely access to stakeholders and information
- Reviewing and approving deliverables within agreed timescales
- Supporting internal communication and engagement
- Ensuring compliance with applicable policies and regulations

Supplier Responsibilities

- Delivering the service in line with agreed scope and plans
- Providing appropriately skilled and experienced resources
- Maintaining governance, reporting, and escalation mechanisms
- Managing risks and issues within the service scope
- Upholding confidentiality, professionalism, and compliance
- Ensure that we leave a legacy of skills and support documentation to maintain continuity when we are no longer on site.

An example of quotes from our clients

“I have worked with Health Systems Support on a number of programmes over a number of years. The last programme being the largest and most successful EHR go live in the UK to date. A great deal of the programmes success was down to the consultants excellent logistical and leadership skills used in managing the support teams to the EHR cutover and Early live support. Her planning, coordinating, time management and troubleshooting skill along with her attention to detail and ability to work directly with the operational staff at all levels was outstanding. I am always confident that when Health Systems Support says they are going to do something I knew

it would be delivered and to a high standard. I would not hesitate to work with Health Systems Support again in the future' *Programme Manager – Trust implementing Cerner*

'It was a pleasure working with Health Systems Support to deploy a large EHR system. Health Systems Support showed a strong desire to do what was right to provide training and support to hospital staff during the process. We adopted a role-based approach to training which worked well, but added complexity. In this context, the teams 's deep experience of working in a healthcare environment was very valuable. I would love an opportunity to work with Health Systems Support again' *COO- Trust implementing Epic*