

RTT data validation, cleansing and migration support

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 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) delivers specialist RTT data validation, cleansing and migration support using a clinically led, outcome-focused methodology built on over 15 years of NHS EPR/EHR transformation experience. HSS brings deep expertise in correcting non-compliant RTT pathways, validating incomplete waiting lists, and resolving legacy PAS data quality issues to ensure safe, rules-based migration into modern EPR platforms. Our teams combine RTT operational knowledge, data governance expertise and hands-on experience across all major NHS EPRs to improve data integrity.

Health Systems Support (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.

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?

HSS provides clinically led RTT correction teams, combining RTT validators, analysts, trainers and project leads with hands-on experience across all major NHS EPR systems, Altera (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMIS, EPIC, IMS Maxims, Dedalus Lorenzo, Meditech, Nervecentre, RiO (Access), TrakCare, System C and SystmOne.

Our teams work closely with operational, clinical, information governance and digital teams to ensure that data corrections accurately reflect real clinical pathways and local operating procedures.

The service can be delivered as a fully managed RTT validation and migration workstream or as targeted support to supplement in-house capacity. Delivery is available on-site, remotely or via a blended model and includes planning, analysis, data validation, cleansing, pathway correction, reporting, training and knowledge transfer. HSS adopts an agile, iterative approach that supports cloud-based EPR implementations and minimises operational disruption. By improving the quality and integrity of RTT data prior to EPR migration, the service supports safer data import, strengthens RTT reporting, improves elective performance management and enables optimal use of the EPR from implementation. We draw heavily from our experience across Cerner, Epic, Allscripts, Meditech, RiO, SystmOne and other major suppliers.

HSS supports NHS organisations to:

- Validate and correct RTT pathways that are incomplete, inaccurate or non-compliant
- Cleanse legacy PAS data that violates EPR system import rules
- Reconstruct RTT clock starts, clock stops and outcomes in line with national guidance
- Validate incomplete waiting lists and pathway activity
- National Codes from the NHS Data Dictionary are used wherever possible to ensure consistency, auditability and compliance.

Features

- Specialist RTT correction teams
- Specialist Trainers
- Approach that follows national guidelines adhering to local access policy
- Expertise with Oracle Health Cerner, Dedalus, EPIC, Meditech, Nervecentre, etc
- Structured validation of RTT pathways, referrals, outcomes and waiting lists
- Alignment to national RTT guidance and local Access Policies
- Identification of systemic data quality and configuration issues
- On-site, remote or blended delivery models
- Agile and iterative approach suited to cloud-based EPR implementations
- Knowledge transfer and training to build in-house capability

Benefits

Agreed objectives give clear budgetary understanding and control
Safe compliance and best practise approach
Improved quality and integrity of RTT and waiting list data
Improved patient safety and clinical practice
Safer and more reliable data migration to the incoming EPR

Improved RTT reporting accuracy and elective performance oversight
Reduced operational risk during EPR implementation
Reduced reliance on external support through knowledge transfer
Data that is fit for use from EPR go-live
Increased user adoption and confidence

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. This service is suitable for NHS organisations that:

- Are migrating from legacy PAS to a modern EPR
- Have RTT data quality issues impacting reporting and performance
- Lack in-house capacity or specialist RTT expertise
- Require assurance that migrated data is compliant and reliable
- 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 on line training delivery
- needing an experienced partner to share responsibility and ensure that the benefits of the transformation is 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

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.

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*