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.

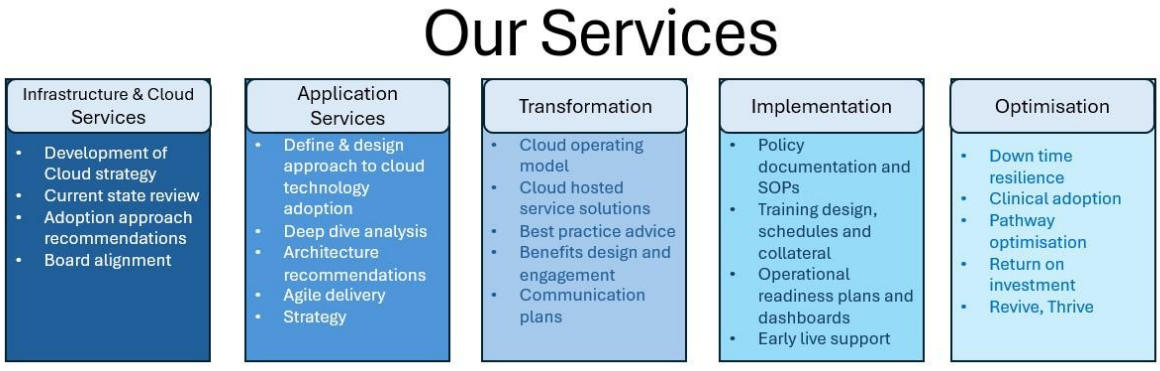
We are experienced across all care settings and vendors including, but not limited to Altera (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMiS, EPIC, IMS Maxims, Dedalus Lorenzo, Meditech, Nervecentre, RiO (Access), TrakCare, System C and SystmOne

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.

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 Ltd (HSS) provides aBuild and Configuration service to support healthcare organisations in delivering safe, structured, and efficient medicines configuration within their EPR.
The service supports the design, build, review, and assurance of EPMA content, including drug dictionaries, formulations, orders, and associated configuration. It is designed to reduce risk, improve consistency, and support scalable delivery by replacing ad-hoc, spreadsheet-led approaches with structured tooling and governance.
The service can be delivered as part of a wider EPR programme or as a standalone intervention to accelerate delivery, improve quality, or recover EPMA build activity that has become complex or difficult to manage.



What is the Service?

The EPMA Build and Configuration service provides a structured, tool enabled approach to the safe design, build, review, and assurance of medicines configuration within an EPR.
HSS supports the end to end EPMA build lifecycle, including the creation and configuration of drug dictionaries, formulations, orders, and associated EPMA content. The service is designed to support clinical safety and medicines assurance while enabling analysts, typically pharmacists, to work efficiently, consistently, and with confidence.

A key differentiator of the service is the use of bespoke tooling to manage EPMA build activity. Rather than coordinating large volumes of formulations through spreadsheets, HSS provides structured build and review interfaces that guide data entry, enforce consistency, and reduce the risk of error. These interfaces are designed to align with pharmacy led governance expectations while supporting scalable delivery.

The service includes dashboards that provide clear, real time visibility of build progress, review status, and outstanding activity. This allows programme and pharmacy leadership to understand readiness at a glance and supports proactive management of EPMA delivery.
Each formulation and configuration item is managed as an individual record with full auditability. All edits are tracked at a per record level, with time stamped change history and the ability to capture comments and queries directly against individual items. This provides assurance, supports clinical review and sign off, and reduces the need for informal communication between analysts to confirm changes or intent.

Review and approval processes are structured and traceable, supporting clinical safety, governance, and audit requirements without creating unnecessary administrative burden. This approach enables pharmacists and clinical reviewers to focus on the quality and safety of EPMA content rather than managing version control across disconnected documents.
The service is strictly focused on EPMA build and configuration. It can be delivered as part of a wider EPR programme or as a standalone intervention to accelerate delivery, improve quality, or recover EPMA build activity that has become complex or difficult to manage. Alignment with testing, training, or go-live activity can be supported where required, but these sit outside the core scope of this service.

Features;

- Structured, end-to-end support for EPMA build and configuration within the EPR.
- Pharmacy-led delivery model aligned with clinical governance and assurance expectations.
- Bespoke build and review interfaces replacing spreadsheet-based coordination.
- Controlled data entry to enforce consistency and reduce configuration error.
- Per-record management of formulations and configuration items.
- Full audit trail of changes with time-stamped edit history.
- Per-record comments and queries to support efficient analyst and reviewer collaboration.
- Dashboards providing real-time visibility of build progress and review status.
- Structured, traceable review and sign-off processes.
- Integration with wider EPR governance and programme milestones.

Benefits

- Improved clinical safety through structured build and assurance processes.

- Reduced risk of configuration error compared to spreadsheet-led approaches.
- Greater confidence for pharmacists and clinical reviewers in EPMA content.
- Clear auditability supporting clinical governance and regulatory requirements.
- Faster, more efficient EPMA build delivery at scale.
- Reduced rework and duplication during build and review cycles.
- Improved visibility of readiness for programme and pharmacy leadership.
- Stronger control over complex medicines configuration.
- Reduced reliance on informal communication to manage changes.
- More predictable and resilient EPMA delivery outcomes.

Who would Benefit from our services?

HSS works with a wide range of healthcare organisations and delivery partners, including:

- NHS Trusts and Foundation Trusts
- Integrated Care Systems (ICSs)
- Private healthcare providers
- Local and national healthcare authorities
- Technology suppliers and system integrators
- Other delivery partners operating within EPR programmes

HSS works as an integrated partner within established governance and delivery structures.

This service is for NHS organisations implementing or optimising EPMA systems that need specialist clinical pharmacy expertise to ensure safe adult and paediatric prescribing, robust dose range checking, regulatory compliance and effective clinician adoption

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

Health Systems Support Ltd (HSS) approaches EPMA build and configuration as a clinical safety–critical activity that requires structured delivery, strong governance, and clear assurance, rather than ad-hoc coordination of content through spreadsheets.

Our approach recognises that EPMA build is typically delivered by pharmacists acting as analysts, often alongside clinical reviewers, and that the success of the service depends on providing a delivery model that pharmacists are confident working within. HSS therefore places pharmacy-led governance and clinical assurance at the centre of the approach, while enabling efficient, scalable build activity.

Rather than managing large volumes of formulations and configuration items across disconnected documents, HSS uses structured, purpose-built tools to support EPMA delivery. These tools provide controlled interfaces for build and review, ensuring that data is captured consistently and that required fields, dependencies, and review steps are not bypassed. This reduces the risk of omission, duplication, or inconsistent configuration that can arise in spreadsheet-led approaches.

EPMA build activity is managed at the level of individual records. Each formulation or configuration item has a single source of truth, with full visibility of status, ownership, review stage, and outstanding actions. All changes are tracked with a complete audit trail, and comments or queries can be recorded directly against each item. This supports clear communication between analysts and reviewers and avoids the need for informal confirmation of changes.

Progress and readiness are managed through dashboards that provide real-time visibility of build completion, review progress, and outstanding risk. This allows pharmacy leadership and programme teams to monitor delivery proactively and to intervene early where issues arise, rather than relying on manual reporting or retrospective reconciliation.

Clinical safety and assurance are embedded throughout the approach. Review and sign-off processes are structured and traceable, supporting audit requirements and enabling clear

evidence of clinical oversight. The approach supports consistent application of standards while allowing appropriate clinical judgement where required.

HSS integrates EPMA build activity with wider EPR governance, aligning configuration delivery with programme milestones and downstream dependencies such as training and deployment planning. While the service is strictly focused on build and configuration, this alignment ensures that EPMA readiness supports safe implementation and operational stability.

The result is an EPMA build approach that improves safety, reduces delivery risk, supports pharmacist confidence, and enables complex configuration to be delivered efficiently and transparently at scale.

An example of quotes from our clients

'HSS introduced bespoke database tools that transformed how we delivered EPMA. Their pharmacy-led approach gave us confidence in the safety, control and auditability of medicines configuration, replacing spreadsheets with a structured process. This significantly reduced risk, strengthened assurance and enabled efficient, scalable EPMA delivery as part of our EPR programme.' *CSO Comments and part of EPMA Development and deployments in the East Midlands*