

EHR /EPR system Go Live, including planning, analysis, design, configuration, implementation, change, training, go live & optimisation support

Health Systems Support – its all in a name!

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

Who we are

Health Systems Support has a wealth of implementation experience and our expert team has worked with Trusts supporting implementations of EHRs/ EPRs from all the major vendors, including (but not limited to) Allscripts, Cerner, Epic, Meditech, Nervecentre, RiO, SystemC, and SystmOne.

Our core team, led by our implementation director, has worked with the NHS since the conception of NPfIT through to today's financially challenged and decentralised approach. Somewhat idealistic in our approach- we never forget that our work impacts the care that your clinicians are able to provide. So whether we are analysing workflows or leading an implementation with you- we focus on the clinical outcomes and releasing time to care.

Having worked alongside all of our chosen consultants and wider team we are well placed to provide exactly the right level of service support. We agree with you both the core deliverables and the aspirational 'soft' deliverables that come with the service.

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

HSS provides EPR/EHR go-live and stabilisation support, including planning, rehearsal testing, cutover management and at-the-elbow support with customised triage tools optimising response time and efficient deliver. Experienced across major systems, HSS delivers safe transitions, rapid adoption and early life support. 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.

HSS provides NHS-specific advisory, support and delivery services using proven methods, lessons learned, cloud-aligned design principles and clinical pathway expertise. We draw heavily from our experience across Oracle health / Cerner, Epic, Allscripts, Meditech, RiO, SystmOne, NerveCentre and other major suppliers.

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 specialist EPR/EHR go-live, cutover and stabilisation support for NHS organisations, with a strong focus on frontline optimisation and legacy system modernisation. The service supports Trusts to transition safely from legacy solutions to modern, cloud-based EPR/EHR platforms while optimising how systems are used day to day by frontline teams.

The service covers end-to-end delivery including planning, rehearsal testing, cutover management, training, at-the-elbow support and early life optimisation. Delivery is designed to reduce disruption to frontline services, support rapid adoption of new ways of working and enable sustainable transformation through effective use of digital systems.

HSS has proven teams and methodologies with extensive experience across all major EPR/EHR platforms, including Allscripts, Oracle Health/Cerner, EMIS, Epic, Lorenzo, Meditech, RiO, TrakCare, TPP SystmOne, NerveCentre and Medway. The service is led by practitioners who have designed and delivered go-live programmes for over 40 NHS Trusts, enabling risk-based, targeted deployment of support from desk-based assistance to intensive at-the-elbow support. This ensures frontline optimisation is achieved within agreed budgets while maintaining clinical safety.

Support can be delivered as a fully managed or outsourced service, or as targeted specialist input to supplement Trust teams against agreed deliverables. HSS works in partnership with programme, project and operational teams to share lessons learned, build local ownership and support the modernisation of legacy processes alongside new system implementation.

Delivered using an agile and iterative approach, the service is well suited to cloud-based transformation programmes. It supports implementation, cutover, stabilisation and ongoing optimisation, enabling sustainable, long-term transformation and continued productivity improvements from EPR/EHR investments

Features

- EPR/EHR go-live, cutover and stabilisation support for NHS organisations with Frontline optimisation focused on improving day-to-day system use
- At-the-elbow and desk-based go-live support models
- Transparent engagement with clear deliverables and measurable outputs with Agile delivery aligned to cloud-based transformation programmes
- Partnership approach and shared objectives for successful EHR/ EPR implementations
- Proven methodology with dedicated tools and referenceable experience across the NHS
- Detailed understanding and experience of NHS Health systems (EPR)
- Experienced with Allscripts, Oracle Health/Cerner, EMIS, Epic, Lorenzo, Meditech, RiO, Trakcare, TPP SystmOne, Nervecentre
- Trust readiness audit, Cut Over planning, Support Programme design and delivery, gap analysis, Champion/ Super User programme
- Specialist system floorwalkers with clinical and RTT expert backgrounds as required
- All floorwalkers trained and assessed on local processes
- Communications, stakeholder engagement and knowledgeable build/ system/ user issues over early live
- Support for legacy system and process modernisation
- Planning, rehearsal testing and cutover management
- Risk-based deployment of support aligned to service criticality
- Training and early life optimisation to support adoption
- Flexible delivery including managed, outsourced or specialist support

Benefits

- Critical path approach with effective management and mitigation of risk
- Delivery/ Cut over manager assigned to meet clear milestone-based deliverables enabling safe transition from legacy systems to modern platforms
- Experience enables informed planning, decision making and successful go live outcomes
- Improves frontline productivity through optimised use of EPR/EHR systems

- Flexible, scalable, tailored delivery options that match Trusts budgets
- Focus on end user engagement, acceptance, adoption and clinical outcomes
- Partnership approach, shared goals and objectives based on expert experience
- Clinicians are reassured by the presence of clinical floorwalkers- that translate 'system speak' with clinical relevance at the point of care
- Transparent, benefits led partnership approach to go live outcomes
- Value for money, clearly auditable delivery objectives
- Structured knowledge and skills transfer enabling Trust to self support faster
- ISO-aligned quality and information security controls
- Clear KPIs and measurable outcomes in Real time with our custom support tools

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.

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 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

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.

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.

Offboarding

Structured handover, documentation transfer, knowledge transfer.

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.

An example of quotes from our clients

"I have worked with Victoria 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 programme's success was down to Victoria's excellent logistical and leadership skills used in managing the support teams to the HER 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 Victoria says she is going to do something I knew it would be delivered and to a high standard. I would not hesitate to work with Victoria again in the future" *Programme Manager – Trust implementing Cerner*

'It was a pleasure working with Victoria to deploy a large EHR system. Victoria 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, Victoria's deep experience of working in a healthcare environment was very valuable. I would love an opportunity to work with Victoria again'

COO- Trust implementing Epic