



Usability

And Benefits



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Our Values

Ethical Healthcare's sole purpose is to deliver positive and meaningful social impact on key societal challenges in the areas of health, well-being, and welfare.

Our values are at the core of everything we do, the behaviours we demonstrate and the improvement and changes we seek to deliver to our partners.



Equality and equity: we are never exploitative.



Integrity: we always act in line with our values and



Happiness: we strive to make our clients, our colleagues and ourselves happy in our work and lives.



Honesty and Transparency: we are always open and honest and fully transparent in everything we do.

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1 Usability

A national survey commissioned by NHS England and conducted by Ethical Healthcare and KLAS Research gathered feedback from over 10,000 clinicians, the largest NHS clinical user experience study to date. Results showed that two-thirds of user satisfaction is driven by how EPR systems are implemented, while only one-third relates to system features. Clinicians who received more training consistently reported a better experience.

The research identified four critical factors for improving EPR outcomes:

1. Prioritising implementation and optimisation over functionality
2. Strengthening clinical ownership of systems and programmes
3. Resolving infrastructure and integration challenges
4. Investing in training and personalised system use

In 2025, a similar survey was commissioned to explore GP experiences and usability with primary care systems. The survey aims to capture insights from clinicians across primary care, identify usability challenges, and inform improvements that enhance efficiency, patient care, and system adoption. The findings will provide actionable recommendations to support digital transformation in general practice and guide future national policy initiatives.

Ethical Healthcare helps NHS organisations maximise the value of EPR and primary care systems by focusing on implementation, optimisation, and clinician engagement. We resolve integration and infrastructure challenges; design workflows aligned to clinical needs and deliver tailored training to improve usability and adoption. By strengthening clinician ownership, enhancing efficiency, and supporting sustainable digital transformation, Ethical Healthcare ensures systems deliver real operational and patient benefits. Our approach combines strategy, technical expertise, and change management to improve user satisfaction, streamline workflows, and support national policy objectives in both secondary and primary care settings

1.1 Benefits

- Increases clinician satisfaction and system adoption.
- Enhances workflow efficiency and patient care.
- Reduces integration and infrastructure risks.
- Builds sustainable internal capability for ongoing improvement.
- Supports national policy objectives and digital transformation programmes.