

Electronic Patient Record (EPR) and Digital Health Solutions Implementation

Ideal works with NHS organisations across, acute, community, mental health and primary care settings, to successfully implement digital health and Electronic Patient Record, including 'best of breed' and shared care records. We support a wide range of clinical systems such as EPMA, PAS, LIMS, RIS and PACS. Our comprehensive implementation and optimisation service provides either full multidisciplinary teams or individual specialists to plan, deliver, and sustain digital programmes. We ensure that each implementation delivers measurable benefits, improved clinical adoption, and long-term operational sustainability.

Service Features and Benefits

Service Features

- **EPR System Implementation:** Delivery of individual workstreams or full-programme implementation across EPR, PAS, EPMA, LIMS, RIS and PACS
- **Digital Health Solutions Rollout:** Cohesive deployment and implementation resources supporting rollout across acute, community, mental health and primary care organisations
- **Programme Command Centre Setup:** Effective programme and project management services
- **Mobilisation Services:** Comprehensive mobilisation, design and configuration of implementation methodology aligned to NHS digital standards and governance frameworks
- **Business Readiness Assessment:** Robust planning, governance, and assurance to ensure organisations are prepared for deployment
- **Operational Readiness Planning:** PMO design, delivery, and governance structures to support safe transition to live operations
- **Workforce Training and Support:** Design, delivery, and management of end-user training and adoption programmes with full reporting capability
- **Resource Mobilisation:** Comprehensive coverage of configuration, build, testing, go-live, training, optimisation, and post-go-live support
- **Optimisation Services:** Targeted improvement programmes post-implementation to enhance performance, workflows, and user experience
- **Business Intelligence and Data Integration:** Expert business analysis to support data migration, analytics integration, and informed decision-making
- **Managed Service for EPR:** Ongoing support, change management, and mentorship to sustain operational performance and adoption

Service Benefits

- Reduced risk to programme delivery through structured planning and proven delivery methodologies

- Expert advice and lessons learned from previous NHS implementations across multiple care settings and system types
- One-stop shop for digital implementation and optimisation support from mobilisation through to steady-state
- 'Right Resources, Right Time, Right Cost': Strategic and efficient resource management tailored to project phases
- Improved responsiveness, communication, and stakeholder engagement throughout implementation cycles
- Continuous assessment, measurement, monitoring, and reporting of programme progress and outcomes
- Trusted, specialist resources with extensive experience delivering NHS EPR and digital health programmes
- Managed knowledge transfer to enhance internal capability and ensure long-term sustainability
- Supported EPR and digital systems include: Oracle Health (Cerner), Epic, Meditech, Nervecentre, SystemOne, SystemC, Altera, and other leading clinical applications

Client-Side Responsibilities

- Access to the client-side stakeholders required for delivery of this service.
- Access to equipment, domains and files required for delivery of this service.