

Meeting Details:	Trust Board – 4 June 2026
Director:	Teresa Molloy, Director of Planning, Performance & Corporate Services
Issue Title:	Encompass Project – Update Briefing: Western Trust Celebrates 1 Year of Digital Transformation with encompass
Indicate the connection with the Trust's Mission and Vision	X People who need us feel cared for X People who work with us feel proud X People who live in our communities trust us
Indicate the link to Trust's strategic priorities	X Quality and Safety ☐ Workforce Stabilisation X Performance and Access to Services X Delivering Value X Culture
Summary:	One year on from go-live, encompass has fundamentally transformed how care is delivered across the Western Trust, improving patient safety, enabling more efficient clinical workflows, and strengthening integration across services and Trust boundaries. This paper provides an update to Trust Board on progress and achievements since go-live in May 2025, highlighting the benefits realised to date, current challenges, and priorities for the next phase of digital maturity and optimisation.
One Year On: Strategic Impact	The establishment of a single digital health record has meant improved information accessibility and continuity of care to patients and clients across hospital and community services, and between NI HSC Trusts. For clinical, professional and operational teams, encompass has improved the availability of timely information to support decision-making, service coordination and more consistent care delivery. This has enhanced the experience of patients, service users and staff, while also creating a stronger foundation for future service transformation and digital maturity. The move to encompass was one of the most complex and significant digital transformation programmes ever undertaken in NI and was successfully delivered with the final phase of implementation being the concurrent go-live for the Western Trust and the Southern Trust. The go-live was the culmination of years of design, testing and collaboration across teams and disciplines.

Implementing encompass required significant organisation-wide preparation and coordination. Those enabling teams continue to support safe, effective digital working across services for patients, service users and staff.

The implementation of encompass has permanently increased the scale, complexity and criticality of Digital Services. Around 29,000 devices and peripherals were deployed as part of the readiness activities for go-live representing an increase of approximately 60% in assets that the Trust's Digital Services department are required to maintain and support. This expansion also includes new device types such as Workstation on Wheels, All-in-One bespoke devices and a significant increase in printers. Bring Your Own Device and remote access devices have also increased, adding complexity to security and connectivity support.

As a highly complex digital platform, encompass requires continual oversight, configuration and optimisation. This includes two scheduled upgrades each year and a monthly planned downtime programme of work, all of which require careful preparation and coordination between Professional Leads, Digital Services and operational teams.

At the same time the implementation of encompass has created opportunities to reduce system legacy costs. Systems such as PAS, Patient Centre, Flow Bed Management and Savience Check In have already been replaced. Further work is ongoing to identify additional exit plans and opportunities for savings.

Performance

The 2025/26 summary of performance in relation to Hospital activity reflects a positive position; the activity delivered is either in line with or has increased when compared to the same period in 2024/25. Community activity reflects a reduction in activity when compared to same period in 2024/25, a small number of service areas (Allied Health Professionals and Community Dental) were impacted by data quality and system issues, which required system development and support from epic colleagues.

Data confidence and validation of 2025/26 activity remains the focus of a number of regional work streams, the Data Clinics/Performance Management meetings and Data Quality Task and Finish Group. Validation of the 2025/26 data is ongoing by service and speciality level; as a result the 2025/26 activity figures are subject to change.

The transition to encompass has resulted in changes to activity counting, definitions and data quality. Regional work streams focusing on Community referrals and activity have commenced; this work is being led by SPPG and is focusing on inclusions and exclusions for reporting.

Embracing Digital Capability

Since go-live, the focus has been on embedding and stabilising the use of the encompass system, adapting workflows and validating data on the system. Staff have adapted quickly and their continued engagement has been central to improving how encompass supports services, patients and service users.

Digital Champions

The Trust recognises the important contribution super users made during and after go-live. To build on this capability, the Trust has established a Digital Champion network to sustain digital leadership and cross-service collaboration. Digital

Champions will play a key role in supporting ongoing optimisation and continuous improvement across services.

Innovation

Although the Western Trust was in the final phase of the roll out programme, we have been leading in the way in some areas of the deployment of encompass. As an example, the Western Trust was the first in HSCNI to implement Barcode Medicines Administration (BCMA) in the Emergency Departments in Altnagelvin Hospital and South West Acute Hospital. This marked a major step forward in the region's digital transformation and medication safety agenda. As a result of introducing BCMA medication incidents have fallen and staff have reported increased confidence in the use of the Rover devices. The lessons learned from this pioneering implementation now informs BCMA rollout in other Trusts across the region.

The Western Trust is also contributing to ongoing regional development through active participation in Pathway Councils. These clinically and operationally led groups oversee change requests affecting encompass workflows and digital solutions across HSCNI. Through this involvement, Western Trust staff help ensure that regional decisions are informed by local service experience and aligned to safe, effective and standardised care.

Benefits Realisation

Benefits are already being seen through better information, safer care and more connected services, with further gains expected as digital maturity continues to develop.

Some of the benefits that have been highlighted by the service and professional teams include: -

- Improved lab sample rejection rates;
- Having all information in one place and easily viewed by all relevant members of the care team;
- Continuity of communication between Community and Hospital care;
- Ward rounds are more productive as information is readily available;
- Ability to access the system remotely reduces travel time and increases appointment capacity by limiting the need to return to base to write notes;
- Increased efficiency for allocation of housekeeping tasks;
- Increased efficiency for portering tasks as jobs automatically assigned and prioritised.

In addition we have, through our Benefits Board, been tracking formally the benefits from the reduced use of or exit from legacy systems, changed roles, and reduced use of paper and printing. There are also a range of "net new" roles and tasks which are being managed as part of the move to regional business case interim structures.

My Care

My Care continues to represent an important part of the region's digital transformation, providing patients and service users with greater access, convenience and involvement in managing their care. Uptake remains below the level desired regionally; as of 18 May 2026, 13.1% of the Western Trust population has an active My Care account, compared with 17.3% across HSCNI.

Targeted engagement activity is ongoing, including community outreach and collaboration with services to embed My Care into patient pathways. These

activities are being supported by the regional encompass team and the local Project Management Office (PMO) team. Services are also beginning to make greater use of My Care functionality, including sending My Care patient information leaflets with appointment letters and the use of pre-appointment questionnaires.

Musculoskeletal (MSK) Physio Self-Referral went live across Northern Ireland in November 2025 and allows people to refer themselves to MSK Physiotherapy Services in all Trusts using the My Care app without needing a referral from their primary care provider.

A recent project to deliver MSK self-scheduling commenced in May 2026 which allows patients to receive notifications for earlier appointment slots, increasing access and flexibility for service users. It also reduces wasted appointments in clinician's schedules which should help to reduce waiting times in general over time, especially as My Care usage increases across Northern Ireland.

Looking ahead:

Strategic Priorities (2026-2027)

Delivery of Remaining Programme Elements

There are aspects of the encompass functionality which are planned to go live in the coming period, which emphasises the need to maintain core project and professional resources within Trusts to support such go lives. These are:

- Mortality and Morbidity Pathway is planned to go live 08 June 2026;
- Child Health system, is planned to go live in August 2026;
- Blood Transfusion Order Comms (Phase 2), go live date to be confirmed;

In addition to the above, the decision to pause the delivery of the Children's Social Work functionality has significantly delayed that aspect of the encompass programme. The implementation of encompass in a large proportion of Family and Child Care Services, through the development of family functionality, and to procure a financials package linked to these services remains an important and unfinished part of the encompass roll out. Moving ahead with this development has proven challenging, and a new business case is now required to support that aspect of the implementation, with planned go live date to be confirmed.

In addition, a regional roadmap is nearing final approval and will outline the actions which are of highest priority, within the affordability envelope, to optimise our use of encompass, and ensure HSCNI fully realises the benefits of the new system.

Challenges:

The resourcing of regional and local teams has been a matter of significant debate in recent months, particularly given the very challenging financial environment. This has meant that the regional encompass team have been consolidating their areas of work and rigorously prioritising and constraining optimisation work within available resources. It is likely that new areas of work, including those outlined in the regional roadmap, will require additional central resources and potentially a new business case for these.

It has been agreed that Trusts would utilise their benefits to offset the net new roles which have emerged with the implementation of the encompass system. Professional and admin leads and a small PMO continue to have funding support from the centre.

Data quality and achieving the full suite of reports in line with SOM targets continue to be a work in progress although there are steady improvements. Performance and Information structures are being reviewed in all Trusts and a review is underway in the Western Trust, supported by DHCNI.

**Response
Required**

Trust Board is asked to note the update provided.

A View from Our Staff

One year on from encompass go-live

“

encompass has allowed me to work **more efficiently** and **effectively**, with access to other **professionals' notes** saving time.

Speech & Language Therapist

“

Electronic visibility of key information makes admissions and appointments easier for **children with complex needs.**

Lead Nurse, Children's Disability Service

“

Reading clear notes instead of **illegible handwriting** improves patient safety and delivery of care.”

Ward Manager

“

Remote access has reduced travel and improved **efficiency** in community working.”

Healthcare Assistant

“

“Smart Phrases, Rover and having **everything in one place** makes documentation **faster** and care **safer.**”

Maternity Staff

“

Ward rounds are more productive with scans, labs and notes available at the point of review.”

Orthopaedic Registrar

Illustrative staff feedback themes from across WHSCT services