

16 September 2024

## **Western Trust and Southern Trust Joint Go-Live date announced 8 May 2025**

Dear Colleagues

As you may be aware, Health and Social Care Trusts in Northern Ireland have begun to implement a new digital health and care record across all Trusts called encompass – this is the largest and most ambitious digital transformation programme we have ever embarked on as a whole Health and Social Care system.

The programme will deliver a single integrated electronic health and social care record for every citizen in Northern Ireland. encompass will deliver enormous benefits, significantly improving the safety, quality and timeliness of care to the population we serve. In time, everyone who receives care from Trusts will be able to access their records securely through the MyCare portal, which will particularly help those who use our services most, but bring all of us closer to our care information. MyCare can be accessed via a website, or mobile app, for those who register on NIDirect to provide the appropriate credentials.

Staff in the Western Trust work every day to give the best care possible to those who need it, and encompass will move most of our staff to a fully integrated electronic clinical and care workflow, meaning that they can access all the patient and client information they need to provide the very best care for people. It will replace out-dated systems, and give them modern systems to help them do their jobs.

Our staff are already working extraordinarily hard to get ready, and I am pleased to announce that we have agreed with the central encompass team, that our joint encompass Go-Live date with Southern Trust colleagues is on 8 May 2025.



We recognise that encompass will bring a great deal of change, and it will be a challenging and stressful period for our care teams. It is also a hugely exciting time, and gives us a “once in a generation” opportunity to improve care delivery.

For more information about the implementation of encompass in the Western Trust, please visit the websites below:

- [Western Health and Social Care Trust website](#)
- [Digital Health & Care Northern Ireland website](#)

For the latest information about [MyCare](#), the new patient portal, you can visit the Digital Health and Social care website.

Yours sincerely

**NEIL GUCKIAN OBE**  
**CHIEF EXECUTIVE**  
**WESTERN HEALTH AND SOCIAL CARE TRUST**