

Freedom of Information Request – 4559

I hope this email finds you well. Under the Freedom of Information Act 2000, I would be grateful if you could provide the following information regarding your Electronic Patient Record (EPR) procurement experience for your current system. We are currently in the process of procuring a new EPR system at Wye Valley NHS Trust, and as part of our contract negotiation and project planning, we are keen to learn from the experience of trusts and organisations who have already been through this process. We would be very grateful if you could complete the table below (estimates are fine where exact figures are not available):

Question	Response
Which trust or organisation are you responding on behalf of?	<i>James Paget University Hospitals NHS Foundation Trust</i>
Who was the supplier you selected for your current Electronic Patient Record (EPR) system?	<i>Meditech</i>
What did your EPR cover? For example, the whole hospital, some departments only, or rolled out in stages?	<i>The EPR programme is currently in delivery and is planned as a Group-wide implementation across our three acute hospitals. The implementation scope includes PAS, Emergency Department, Outpatients, Inpatients, Medicines Management, Theatres, Oncology and Maternity services. The programme is being delivered as a single EPR instance across the Norfolk and Waveney Acute Hospital Group.</i>
Agreed timeline, for contract signature to go-live, at bidding stage (months)	<i>June 2024 – contract signature. March 2026 go live. July 2026 end of stabilisation</i>
Agreed timeline, for contract signature to go-live, at contract signature stage (months)	<i>June 2024 – contract signature. March 2026 go live. July 2026 end of stabilisation</i>
Revised estimated timeline, contract signature to go-live, at pre go-live stage if this changed (months)	<i>June 2024 – June 2027 go-live</i>
Actual timeline from contract signature to go-live (months)	<i>N/A</i>
If the actual timeline was longer than the timeline agreed at contract signature, what were the main reasons for the delay (top 3 if possible)?	<i>1. National approvals and the UK General Election - The programme experienced delays in obtaining the necessary national approvals and progressing key decisions. The pre-election period and subsequent UK General Election also resulted in restrictions on announcements and decision-making processes, which delayed mobilisation and impacted the commencement of several programme activities.</i> <i>2. Programme complexity and scale - This is a first-of-type deployment, implementing a single MEDITECH Expanse instance across three acute Trusts. The scale of standardising pathways, agreeing future-state workflows and aligning processes across three organisations proved more complex and time consuming than originally anticipated.</i> <i>3. Scope definition and supplier delivery methodology - Initial assumptions regarding the deployment methodology, scope maturity and availability of NHS reference designs did not materialise as expected. This resulted in additional design work, re-planning and changes to the sequencing of programme activities.</i>