

**A global first -  
How Medway NHS Foundation Trust became the first  
trust to deploy a brand new EPR in just five months, and  
what it means for its digital transformation**

**Dr George Findlay  
CEO, Medway NHS Foundation Trust**

# Starting position

- Low digital maturity
- Poor delivery track record
- Failed to deliver an EPR three times in the last 15 years
- No clear digital strategy
- High level of cynicism throughout the Trust



# What Medway has achieved

- First healthcare organisation to go live with Allscripts Sunrise v21.1 globally
- Successfully delivered as planned, first in Kent
- Deployed on time, quickest phase one EPR deployment in the UK
- Despite significant operational pressures of the pandemic
- Delivered within budget
- £2.1m of central funding to support

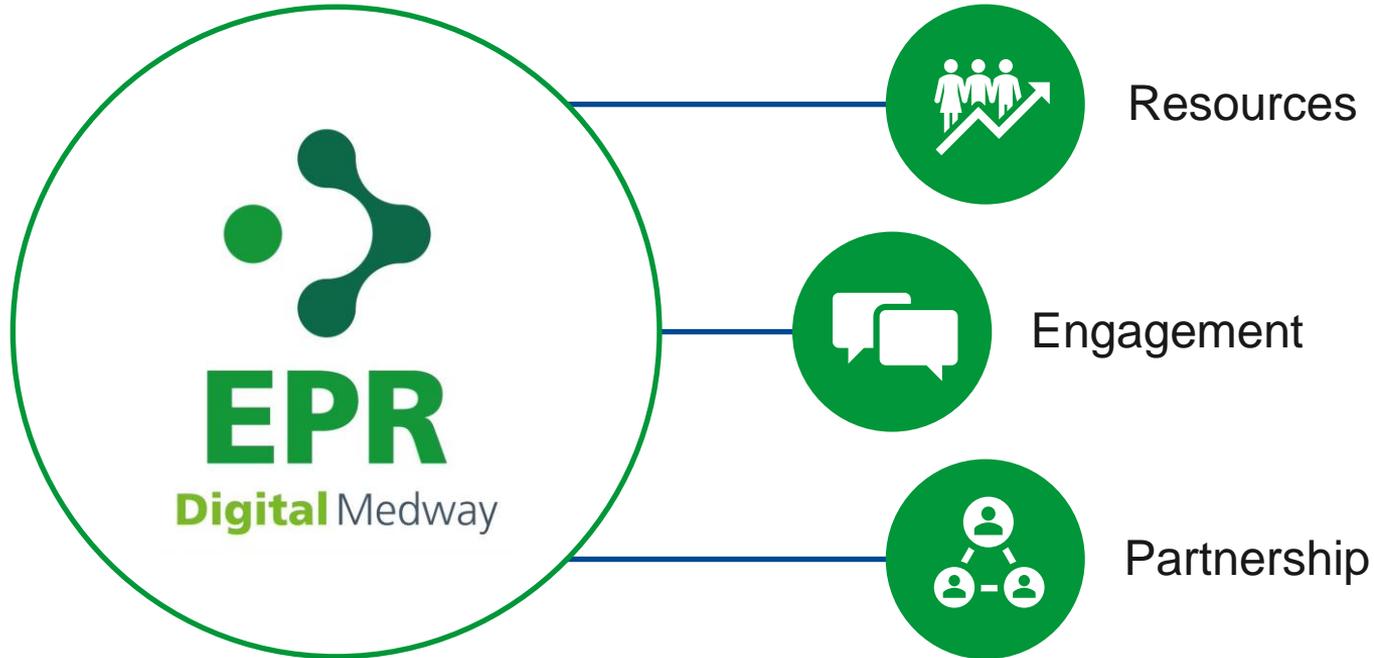


# Why it matters



- Prior to EPR deployment, MFT had a PAS, plus 80+ separate clinical systems
- We were heavily reliant on paper
- High ratio of admin staff
- Struggling to manage siloed data
- Low digital maturity compared to other trusts
- Need to meet national requirement to have EPR by end of 2023

# How we did it – pre go-live



# How we did it – Supporting go-live

- Phased approach, learn lessons applied to all plans
- User-centred, comprehensive training programme
- Created Digital Hub



- Full dress rehearsal
- Digital champions visible on every ward
- Created a ‘buzz’ on the ground, built momentum



# How we did it – post go-live

- Clinicians assured they were using the system compliantly
- Trainers continually available
- Average number of docs created per day > 8,114



Whenever I had a difficult question, Allscripts were able and happy to answer it. I have been so impressed with how embedded the Allscripts team is with ours. It was a major reason why the go live went so smoothly.”

Dr Dilip Pilai  
Consultant Orthopaedic Surgeon and CCIO, MFT

# The difference is huge



2,947 docs



120k docs



673k docs



The EPR is transforming our workflows, and is already having a positive impact on patient safety.”

Dr Nabeel Qureshi  
Consultant Surgeon and CCIO Clinical Lead, MFT



- Clinicians saving on average 30mins admin per patient, giving more time to care
- 398 average users per day in phase one
- 1,460 clinicians trained
- EPR Compliance dashboard created

# Looking to the future

- Nurture & develop the role of digital champions to support digital strategy deployment
- Maintain cultural change & organisational readiness
- New phase every few months - Emergency Department in July, and ePMA in September
- Working with neighbouring trusts to contribute to the Allscripts blueprint
- Supporting the development of the Kent & Medway Shared Care Record

 **This is not an IT project. This is a system that is fundamentally changing the way we work.”**

# Top takeaways

- Cultural change, with digital as the enabler and not an IT project
- Gradual deployments, means layering the learning and not overloading the workforce
- Digital Champions, guaranteeing ownership and sustainability
- Robust Governance & Programme Management



# Thank you

## Follow our journey:



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