

# Sciensus update.

Thursday, 29<sup>th</sup> July

## **An update on our Transformation Journey and Communications**

Over the last few months, we have been keeping you updated on the progress of our business transformation which aims to build and implement improved technology and ways of working.

Once we fully transition to our new Microsoft Dynamics 365 system, we will have better processes that will help each and every patient make the most of their medicine through knowledge, choice, convenience and connection.

### **Transition Update**

In a previous bulletin we shared our approach to Go Live. Our main priority is to deliver the best possible care and service for patients and, as such, we established a number of measures to ensure there is no impact to services.

To support this, over the last few weeks we have held a number of review meetings to assess if our readiness criteria has been met. These meetings have been structured around “11 Big Questions” and each of these questions is underpinned by multiple actions and milestones to track our progress.

One of these milestones is the rigorous testing of our software and ensuring it meets the required quality threshold. On a positive note, we were pleased that most areas did evidence the fact that we are ready to Go Live, however, our latest round of User Acceptance Testing (UAT) didn't quite meet the strict criteria specified to ensure a smooth transition.

We therefore made the difficult decision to push back our Go Live date to **9<sup>th</sup> August**. We are working hard to ensure the system meets the quality threshold expected and will continue to monitor our readiness to meet this date.

### **Our revised plans**

At Go Live, although we will have deployed the new system, our patients will remain on our legacy system, following our current processes. From 9<sup>th</sup> August we will complete the configuration of our new processes and will check that all is as expected before we start the gradual transition of patients.

It is likely that we will then start to transition patients slowly from 12<sup>th</sup>/13<sup>th</sup> August, depending on confirmation that all processes are working as expected.

We are confident that the robust testing and validating that we are putting our systems enhancements through will enable a successful transition and we will update you if the Go Live timing changes further.

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## Reporting

As part of our system checks, once we are ready to start transitioning patients, we will also ensure your new reports go through a thorough validation process to make sure they are ready to go.

You can, therefore, start to expect to receive your reports in their new format during August/early September.

## Communications – new NHS Update site

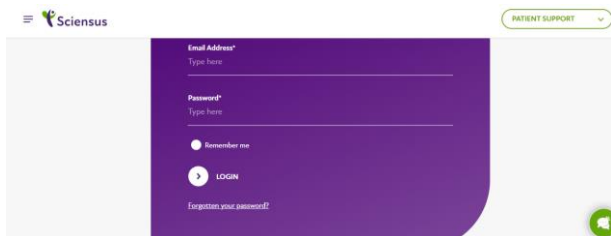
As a result of your feedback, we will be changing the way we communicate and share these bulletins with you going forward.

We are currently building a new, secure, page on our website where we will include all our bulletins, transition updates, presentations and videos that are relevant to the NHS.

Everything will be in one place, easily accessible and easily searchable.

You will also be able to share your feedback with us and ask any questions.

Here is a snapshot of how you will be able to access the new site. The first time you visit, you will need to register your details and create a password.



The site should be ready from next week and will be populated with the bulletins and presentations we have shared with you over the last couple of months.

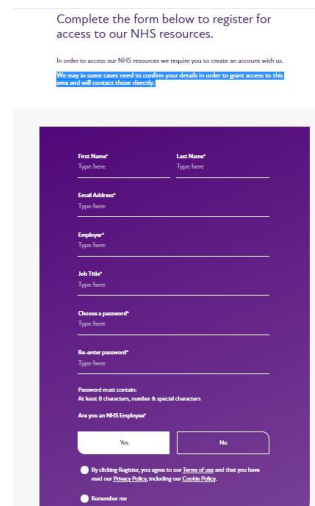
We will then start to include all future communications on the site and will send you a link each time it's updated.

We will also use the site to share our progress with you once we start to Go Live from 9<sup>th</sup> August.

Look out for further information next week once our new NHS update site is live and ready to go. This will include a link and your log-in instructions.

**Ian Morgan**  
Director of NHS Services

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Once you've done this you will be able to log in quickly and easily each time and there's a handy link in case you forget your password in the future.

