



Southern Health
and Social Care Trust
Quality Care - for you, with you

Super User

HANDBOOK



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WELCOME MESSAGES

We are so proud to be one of the final two HSC Trusts alongside the Western Trust to Go-Live with encompass. On the 8 May 2025 we will make history as Northern Ireland becomes the first region in the UK to have all health and social care Trusts using one unified digital system. This would not be possible without the support of all our staff and particularly our Super Users.

For those Super Users supporting from other Trusts, I would firstly like to warmly welcome you to the Southern Trust. This digital milestone would not be possible without your experienced support. For our own Super Users, a big thank you for taking the time to become a Super User and providing much valued 'at the elbow' support for your colleagues.

The time, effort and enthusiasm you have all shown to date has been tremendous. You will play such a vital role as we implement the biggest digital transformation seen in a generation.

Thank you for absolutely everything you are doing to make this happen.



SIOBHAN HANNA

ENCOMPASS PROGRAMME DIRECTOR (INTERIM)

Our Trust together with Western Trust are absolutely delighted to be completing the final stage in the regional rollout of encompass in Northern Ireland.

I would like to welcome all our Super Users and thank you for your unwavering support to date and also for the weeks and months ahead as we transition onto encompass. This is only the beginning and as we grow to understand, develop and personalise the system we will further enhance health outcomes.

Change is hard. Your role as a Super User is critical to the success of our Go-Live and beyond! We are so grateful for your commitment, dedication and compassion.

As leaders, we are with you every step of the way.

DR STEPHEN AUSTIN

MEDICAL DIRECTOR



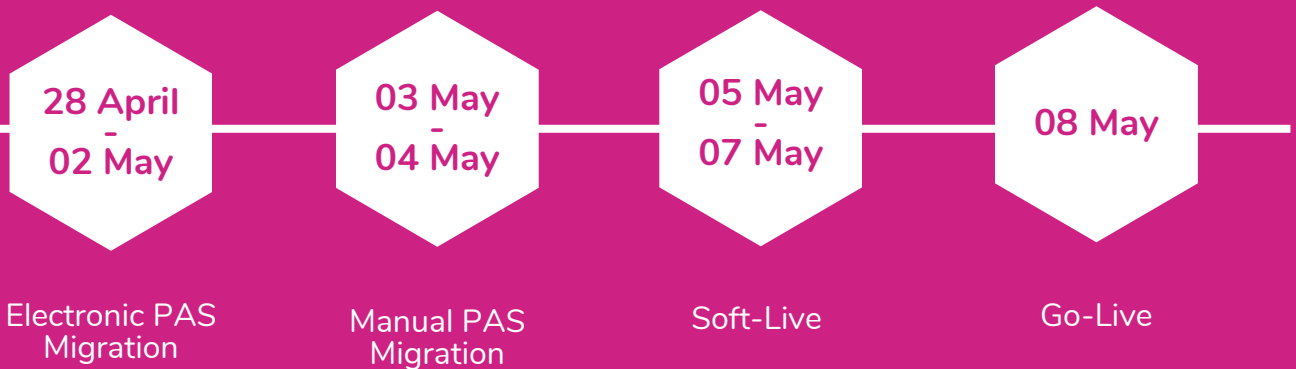
RUN UP TO GO-LIVE: SOFT-LIVE

Some Trust colleagues will have been using encompass in the run-up to Go-Live as part of the vital Soft-Live period.

During this time, activity that is to occur after the Go-live period was entered into encompass.

Soft-Live timeline

APRIL - MAY 2025



After Manual PAS Migration on the 3-4 May, most admin functions will be live such as scheduling and referral management.

Staff (not just Admin) will need to enter, complete, and make changes to records across encompass & legacy PAS systems on 5, 6 and 7 May to keep data in-sync before the rest of encompass goes live on 8 May.

If we don't keep referrals, waiting lists, and booked appointments /preadmissions (PAS data) in-sync during soft-live, we risk:

- Patient safety risks with 'gaps' in care (e.g. missing waiting lists to book)
- Poor end-user experience (e.g. longer time in-system/in- workflow)
- Inaccurate wait time and activity reporting
- Increased poor data quality

UNDERSTANDING YOUR ROLE AS A SUPER USER

KEY RESPONSIBILITIES OF A SUPER USER

On Thursday 8 May 2025 the Southern and Western Trusts will Go-Live with encompass.

- As a Super User, you will solely focus on enabling staff to continue to do their usual jobs, but now using encompass. Of course, the priority remains to deliver high quality patient care. You may be contacted by colleagues for advice on an ad hoc basis.
- There will be daily/weekly huddles to review any issues and common themes you are experiencing. Any critical clinical safety concerns should be immediately escalated to your Professional / Clinical Lead or nearest Help Hub.
- Make sure you arrive for your shift wearing your red Super User t-shirt, which becomes your uniform for the Go-Live support period, and make sure all staff know you're their Super User that day.
- Your day might look different depending on your location so always refer to local guidance for up-to-date details. We're going to be in very regular contact with you all during this time of change, so that you have the support and guidance you need as you support your peers.

Super Users are an integral part of the encompass programme and without them, there is no encompass



GO-LIVE SUPPORT PROCESS

FRONTLINE SUPPORT



Staff who are supernumerary during Go-Live and provide at-the-elbow support.



Staff from other implementation sites, Epic and analysts from within the regional Encompass team. Floor Walkers have a good understanding of the Epic system but may not have knowledge of Southern Trust workflows. They will support staff with initial troubleshooting and logging tickets with the help desk.



Staff from our internal Digital Services / IT Team who can support with system or technical issues.



These are regional encompass colleagues who will be on the floor to support you at the elbow. They will also assist with logging helpdesk tickets.

STAFF
END USER

HELP

FRONTLINE
SUPPORT /
SUPER USERS



Frontline Support will advise what support route to follow based on the issue raised.

RESOLVED

NOT RESOLVED

Use the Whatsapp group for first call of support

RESOLVED

NOT RESOLVED

HELP HUBS

IVANTI IT SUPPORT
PORTAL

RESOLVED

NOT RESOLVED

SHSCT
IT ISSUES

ENCOMPASS/
EPIC ISSUES

OTHER SUPPORT



WATCH SIOBHAN HANNA'S VIDEO UPDATE ON STAFF SUPPORT OVER GO-LIVE



FRONTLINE SUPPORT

The first line of support during Go-Live are Super Users but we will also have a range of floor walkers and technical support colleagues working across different shifts and sites.



Staff who are supernumerary during Go-Live and provide *at-the-elbow* support.



Staff from other implementation sites, Epic and analysts from within the regional encompass team. Floor Walkers have a good understanding of the EPIC system but may not have knowledge of Southern Trust workflows. They will support staff with initial troubleshooting and logging tickets with the Help Desk.



Staff from our internal Digital Services / IT Team who can support with system or technical issues.



These are regional encompass colleagues who will be on the floor to support you at the elbow. They will also assist with logging helpdesk tickets

DAY IN THE LIFE OF A SUPER USER



Super Users will be split across Trust sites and facilities.

Southern Trust Super User

You should attend your normal local shift handover.



External Super User

You should attend a help hub before your first shift to collect your T-Shirt. You will have been assigned your shifts and locations prior to Go-Live.



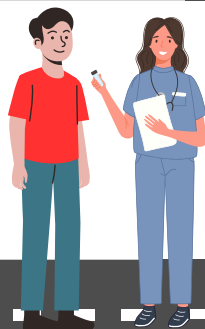
Support

Assist teams at the elbow and escalate any issues following the process detailed in this handbook.

Attend profession specific briefings



Attend Super User Briefing at 1pm



Feedback

Discuss updates with managers and colleagues



WIFI & CLOTHING

Clothing

The Trust is a health and social care organisation so please dress accordingly.

In clinical areas, we are 'bare below the elbow'. Your red Super User T-Shirt will enable you to comply with this requirement.

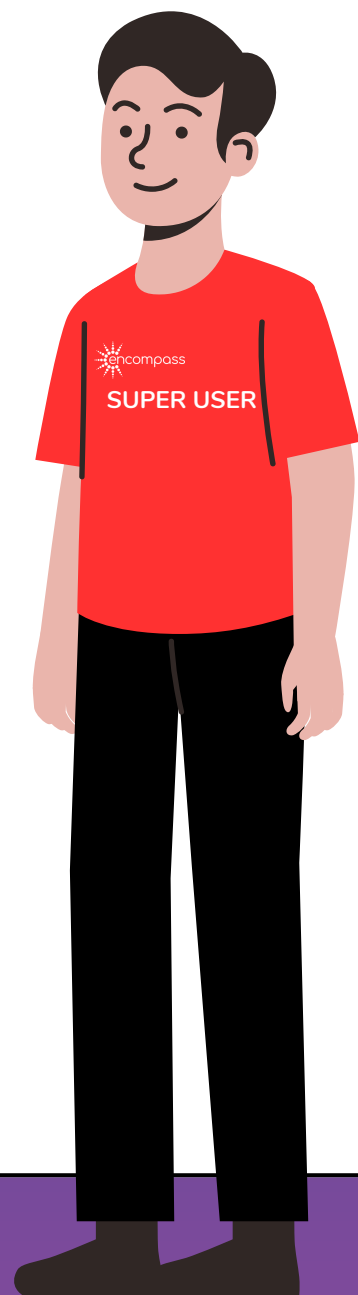
Please follow any other local infection control procedures that may be required in the area you are supporting.

Please wear your ID Badge and Super User Lanyard at all times.

Wi-Fi

The Trust provides free Wi-Fi access for patients and visitors. Connect to 'FREE_SHSCT_WiFi' and follow the simple steps to connect and click 'Get Online'

If you are based in the Community please use the 4G on your device or connect to your nearest WiFi spot.



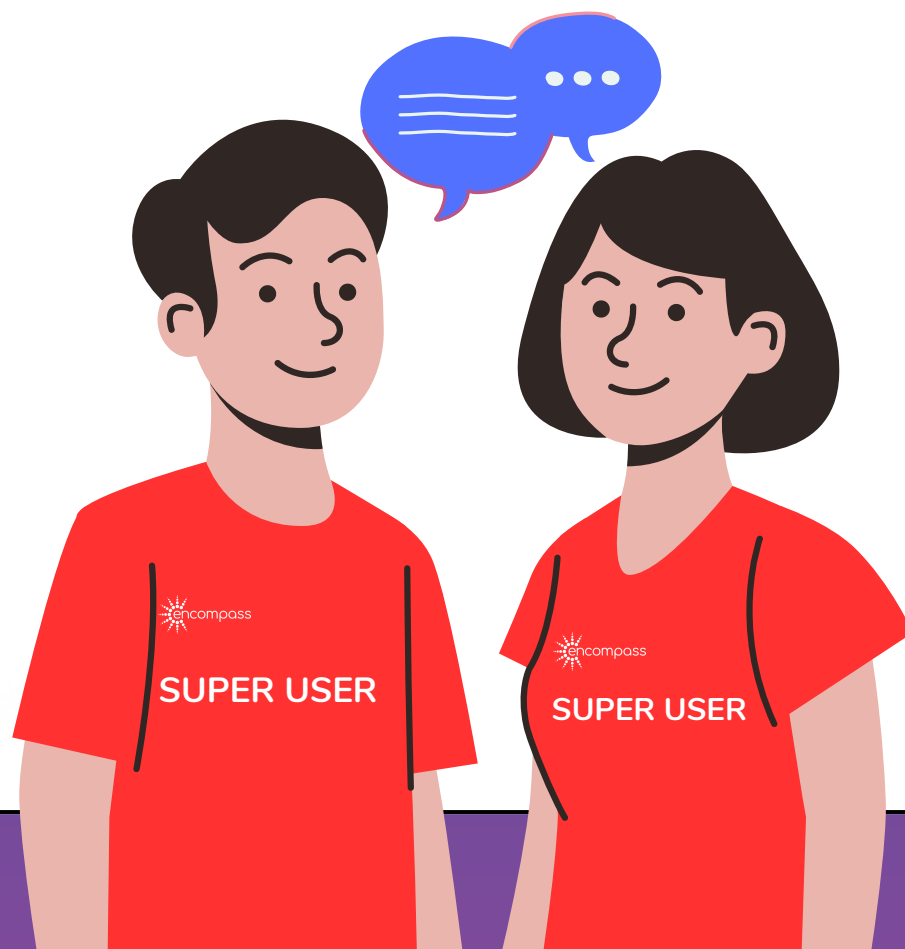
SUPER USER BRIEFINGS

A multi-professional Super User briefing will be scheduled daily over MS teams. Times will be shared through the super user Whatsapp groups.

It is important someone from your area attends as the situation could change very quickly throughout the day and it is important to stay in the loop.

There will also be a daily profession specific briefing to help resolve issues unique to your area for Nursing & Midwifery, AHP, Pharmacy, Medicine, Admin and Social Work.

Details on how to join the meeting will be provided in your Super User Whatsapp group.



COMMUNICATION METHODS

Good communication during Go-Live is crucial.

How we will communicate with one another?



TEAM HUDDLES



HELP HUBS



SUPER USER BRIEFINGS



SUPER USER WHATSAPP GROUPS

REMEMBER!

Patient/service user information should **NEVER** be given across WhatsApp

If you don't have WhatsApp already, please download it on the same phone with the number you provided.

If you are unsure on how to download or use WhatsApp, a guide will be made available ahead of Go-Live.

KEEPING IN THE LOOP

Keeping up to date across our communication channels will help you support your colleagues as much as possible!

ENCOMPASS BRIEFING EMAILS

Please continue to monitor your emails. There will be daily Trust emails about encompass and any urgent or important information will be sent to all staff via email

ENCOMPASS HUB

Information, helpful resources and videos are available and updated regularly on the encompass Hub. [Click here to access the Hub](#)

WHATSAPP TIP SHEETS AND GUIDES

New tipsheets will be announced to you via email and WhatsApp.

Notifications about any updated tip sheets will also be issued during the daily Super User briefings.

LEARNING TO SUPPORT STAFF

Some people won't ask for help but may need it. If people aren't working like they usually do, seem quiet or unsure, or are complaining about the change – that's where you come in.

Calmly and proactively offer your assistance making it clear that it's fine not to be an expert straight away. That's why it's also important to always wear your Super User T-shirt and to introduce yourself as your team's Super User at the beginning of a shift.

You never know what is going on in anyone's life in that moment and people process a change in different ways so kindness and understanding all round will be extremely important.

Reassuring and listening to people and practically showing them how this impacts their workload will be how they learn on the job and adapt.

STAFF ADAPTING TO ENCOMPASS: BE VISIBLE.

STRATEGIES FOR REINFORCING UNDERSTANDING

- Teach users why what they are learning is important
- Relate the new with the past
- Write/have them write steps down
- Guide them on how to find answers on their own (tipsheets)
- Stop by regularly to check in
- You'll be able to locate Tip Sheets linked out from the Learning Home Dashboard by hitting the F1 key
- Reminder: check out the 'Art of Being a Super User' e-learnings in the LMS for more tips & tricks
- You won't know the answer to every question and that's ok
- Remember to encourage staff that it is important to treat the patient or client first and you can solve the problem in Epic after
- Help get the issue documented, help summarise themes to your leaders, help to communicate out updates based on meetings you attend

**IT SUPPORT
AND
ENCOMPASS/
EPIC SUPPORT
AT GO-LIVE**

CHAIN OF SUPPORT

Hopefully you won't encounter too many issues as we Go-Live with encompass, but teething problems are to be expected with a Trust our size. Don't worry though! We've got a support structure in place if you do run into any encompass problems.

REMEMBER

- Encourage colleagues to support and learn from each other
- Encourage colleagues to use the extra support available at Go Live (Super Users and Floor Walkers)
- If the problem affects many users, then please escalate

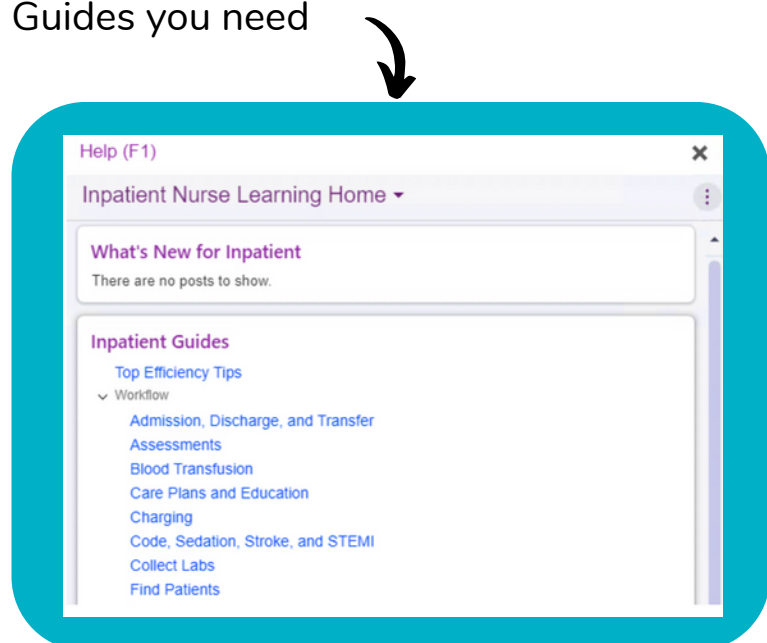


LEARNING HOME DASHBOARD

You can find continuous support at your fingertips directly on encompass. There are a range of Tip Sheets or Quick Start Guides to assist you with queries.

When you're logged into encompass, **simply press f1** at any point and you'll see a pop-up window.

Clicking on one of the blue links will take you directly to the Quick Start Guides you need



QUICK START GUIDES are located directly in encompass and organised by staff role.

They are visual, step-by-step documents that describe how to use particular tools or complete set workflows within encompass.

WHAT YOU CANNOT HELP WITH?

Although you are super, there are some things you will not be able to help colleagues with as a Super User.

These include:

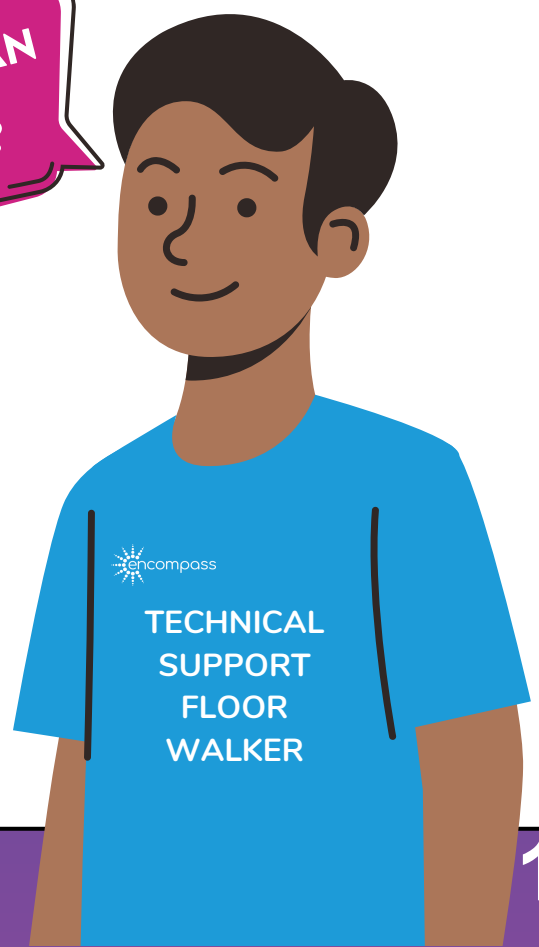
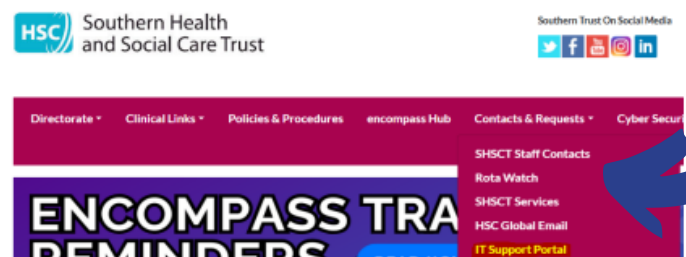
- General Windows or desktop queries
- Hardware problems, including printers
- Wi-Fi issues
- Resetting passwords
- Incorrect user profiles

For these types of issues, please try to find an available Technical Floor Walker, they are your first port of call for technical issues.

If no Technical Floor Walkers are available, please ask the staff member to raise a ticket through the [ivanti IT Support Portal](#).

REMINDER: IF THERE IS A PATIENT/SERVICE USER SAFETY INCIDENT REMEMBER TO REPORT TO YOUR MANAGER AND LOG ON DATIX. IF YOU ARE UNSURE, PLEASE DISCUSS WITH YOUR MANAGER.

GO TO CONTACT & REQUESTS ON SHAREPOINT HOMEPAGE AND CLICK IT SUPPORT PORTAL



HOW TO RAISE AN IVANTI IT SUPPORT TICKET

If the Technical Support Floor Walker (Teal T-shirts) cannot assist you and you need to raise a ticket on the Ivanti IT Support Portal to resolve IT hardware or computer access issues - Please follow the below steps:

1. **Log a ticket on the Ivanti IT Portal** - [Click here](#) - Or find this under SHSCT Favourites or SharePoint Home page > Contact & Requests > IT Support Portal - Make sure you leave a contact number -



2. If you cannot access the Ivanti IT Portal, check if a colleague would log it on your behalf.

3. Or Phone IT Support Service Desk directly on 028 3756 3600

Please note – the quickest way to get the right help is to log a call on the IT Portal

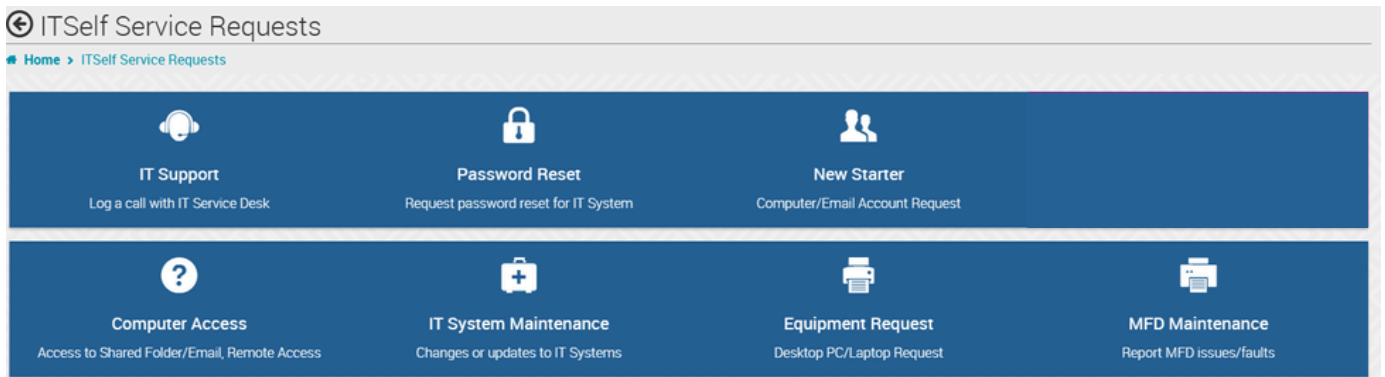
Calls should be logged as normal using appropriate/accurate categories that relate to your issue - see next page for more details.

REMINDER: IF THERE IS A PATIENT/SERVICE USER SAFETY INCIDENT REMEMBER TO REPORT TO YOUR MANAGER AND LOG ON DATIX. IF YOU ARE UNSURE, PLEASE DISCUSS WITH YOUR MANAGER.



RAISING A TICKET USING APPROPRIATE CATEGORIES THAT RELATE TO IT ISSUE

Ivanti IT Support Dashboard



Examples of how to log a call using appropriate/accurate categories that relate to your issue.

- **IT Support** – general IT hardware and application issues or queries e.g. PC/Laptop not switching on, Zebra label printer not printing, email not working, mobile device issues
- **Password Reset** - Computer Account issues or non-encompass IT Systems issues, incorrect/forgotten passwords
- **New Starter** – computer and IT System access user provisioning for new staff requiring a SHSCT login account.
- **Computer Access** – access to shared folders, generic email accounts, remote access, MS Teams
- **IT System Maintenance** - non encompass IT Systems access or changes to nonencompass IT Systems e.g. PARIS
- **Equipment Request** – IT hardware requests; Desktop PC, Laptop, etc
- **MFD Maintenance** – Konica Minolta MFD/Printer Print, Scan or Copy issues or toner requests

CONTACTING IT SUPPORT VIA PHONE



TEL: 028 3756 3600

If you call the IT Support Portal, please explain you are phoning in relation to an encompass/ EPIC system issue and provide the following information:

- Your name
- Confirm your location?
- Hostname of the PC or Laptop you are using?
- What is your encompass role?
- What is your current job role?
- What is your encompass Epic login? (this is your email address for SHSCT staff)
- If you are having problems logging into encompass Epic system
 - Are there any error codes or messages on the screen?
- If it is in relation to a patient record
 - Health and Care number for the patient/service user (HCN)
 - Location of the patient/service user
 - When did it happen, has it been going on for a while?
 - What were you trying to do?
 - Are there any error codes or messages on the screen?
 - Have you tried anything to resolve the issue, e.g. checked with a colleague, spoken to a Super User?
 - Is anyone else affected? If so who and any call numbers if they have also raised the issue.
- What is the best way to contact you – phone number and/or trust email address.
- When are you available over the next few days or is there anyone else in the department we can contact if you are not available?

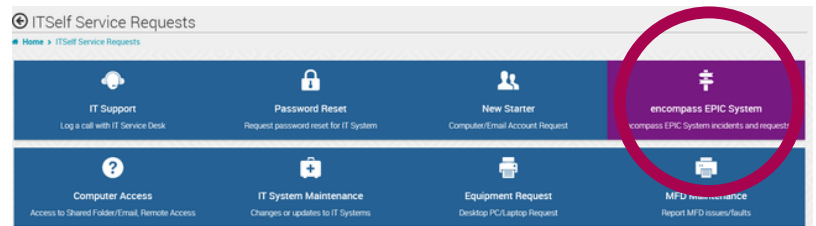
Once the call has been logged you will be sent a confirmation email with the call number on it should you need to follow up. It is important to retain the call number as this will be needed for follow up.

REMINDER: IF THERE IS A PATIENT/SERVICE USER SAFETY INCIDENT REMEMBER TO REPORT TO YOUR MANAGER AND LOG ON DATIX. IF YOU ARE UNSURE, PLEASE DISCUSS WITH YOUR MANAGER.

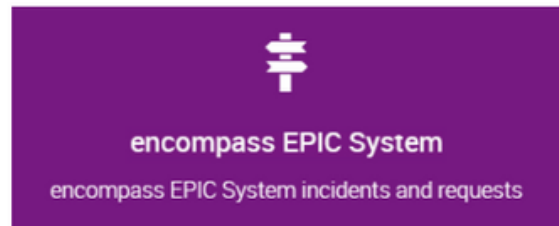


LOGGING ISSUES WITH ENCOMPASS / EPIC SYSTEM

There is a new tile for logging issues within the encompass/EPIC System in the Ivanti IT Support Portal, please select this and select the appropriate service from the drop-down list relating to your issue/request.



Ivanti IT Support Dashboard



It is essential to select service correctly to ensure the issue is sent directly to the correct team within the regional encompass Epic support teams

▼ Encompass Service

Encompass Service *

Please Select...

- Encompass - Anaesthesia
- Encompass - Application Environment
- Encompass - BCA
- ▼ Encompass - Booking and Patient Administration (Springboard)
- Encompass - Care Everywhere
- Encompass - Community Nursing & AHPs (Dorothy Home Care)
- Encompass - Dental
- Encompass - Dermatology
- Encompass - Electronic Historic Data Migrations
- Encompass - Emergency Department (ASAP)

*See Appendix A for full encompass Epic Service List



DO use the encompass Category option if for example:

- The encompass Epic icons visible and launch but I still cannot access Epic system
- Unable to see patients/patient related information
- Caseloads are not correct or Appointments inaccessible
- Access level or permissions incorrect
- Printing failure within encompass Epic system
- Epic system access no longer available for area/department but other systems still available



DO NOT use the encompass Category option if for example:

- You cannot log into a PC with your SHSCT Account to complete encompass Epic training
- Your monitor is not turning on therefore you cannot access the encompass Epic system
- Your keyboard or mouse is not working
- You need a network faceplate made live to be able to use an encompass Zebra Label printer.
- WOW has lost wireless connection, and you are now unable to access encompass Epic system

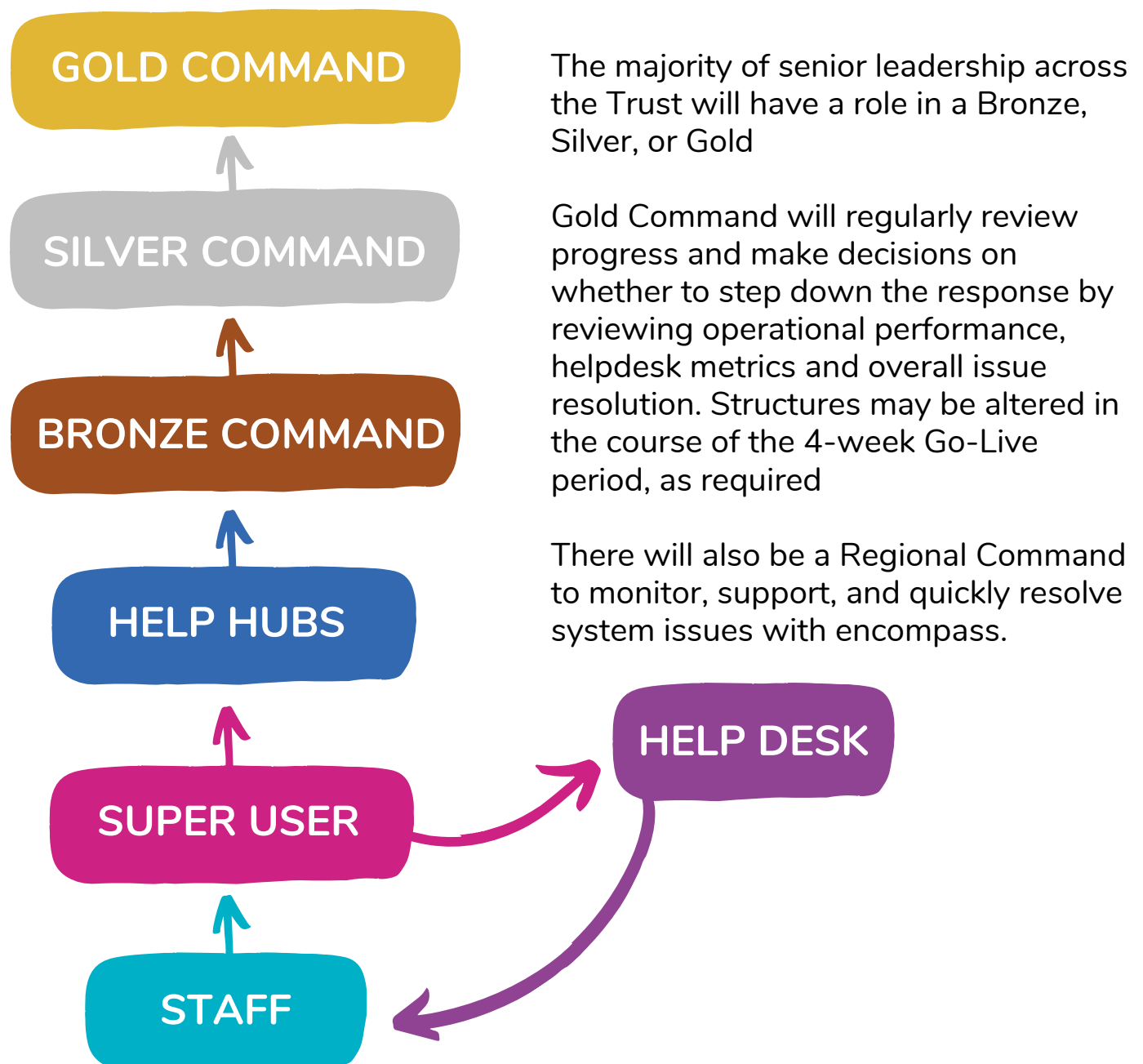
GO-LIVE GOVERNANCE STRUCTURE

GO-LIVE GOVERNANCE STRUCTURE

encompass Go-Live will be managed through a command and control process of issue management and escalation.

The Help Hubs, Bronze, Silver, and Gold command teams will ensure that issues are reported, escalated and managed effectively.

The flow of information, up and down, and routes for escalation and resolution of issues will be managed within the established structure and will be applied across the Regional and Local Command structures.



GOVERNANCE STRUCTURE

HEALTH SILVER

Health silver will be stood up for the duration of Go-Live. encompass Gold Command will escalate for HealthSilver resolution, as appropriate.



Department of
Health

REGIONAL ENCOMPASS GOVERNANCE GROUPS

Regional encompass governance groups are the multidisciplinary decision groups and councils. They are empowered to make decisions on prioritisation and workflows for critical Go-Live issues impacting the region.

SHSCT GOLD COMMAND

Executive oversight - provides helicopter view and temperature check across the Trust and be the point of escalation for the encompass Silver Command.

SHSCT SILVER COMMAND

The encompass Silver Command will document, track and resolve issues associated with the encompass Go-Live across the Trust. Escalation to Gold as appropriate.

SHSCT BRONZE COMMAND

Bronze Command Leads have overall responsibility for coordinating the Bronze Command Processes:

- Escalation point for urgent patient safety/workflow issue from Help Hubs
- Escalate major issues when appropriate to Silver Command, monitor progress and ensure resolution/closure of escalation
- Ensure appropriate communication across command structure and disseminating key updates

DIRECTORATE SITREP HUDDLE

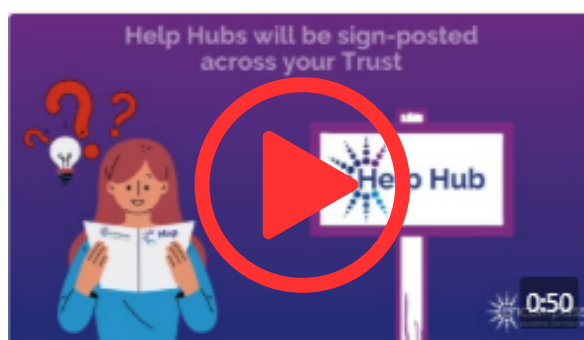
Each Directorate should hold its own SitRep meeting to take stock of any encompass-related issues across the Directorate and identify any which require further escalation.

These should be multi-professional/multidisciplinary and will be supported by the encompass Professional leads. Professional leads will feed in any issues from their professional huddles.

Each Directorate should complete a Directorate SitRep form for the Bronze Lead.

HELP HUBS

Space for staff, Super Users and Floor Walkers to check-in, provide updates, receive instruction from Help Hub Leads, unlock access/training/logistics issues and coordinate shift handovers. Co-ordination and escalation of issues to operational leads.



What is an encompass Help Hub



HELP HUBS Help Hubs

During Go-Live the Trust will stand up six Help Hubs at our main sites including:

What is a Help Hub?

Check-in Point for Super Users and Floor Walkers

- Please present each day that you attend so that we know you have arrived at your designated location
- At check-in you will be issued with your Super User or Floor Walker T-shirt and other essentials to perform your duties.
- Point location for staff who are experiencing issues and wish to present in person.
- Point location for escalation of issues via Super Users, Floor Walkers, and managers.

Some of the Hubs will also be used as Bronze Command centres, as part of the overall Go Live Governance structure.

Watch Help Hub information video by Maxine Williamson Deputy HROD Director



CRAIGAVON AREA HOSPITAL
Medical Education Centre (MEC) Ground Floor
Mon - Sun: 8am - 12am

DAISY HILL HOSPITAL
Old Physio Gym (encompass Training Room)
Mon - Sun: 8am - 8pm

SOUTH TYRONE HOSPITAL
Gordon Thompson Suite (encompass Training Room)
Closed from 6pm Friday 16 May

LURGAN HOSPITAL
Old Occupational Therapy Ground floor
Closed from 5pm Friday 16 May

ST LUKE'S HOSPITAL, ARMAGH
Navan Room (encompass Training Room)
Mon - Fri: 8am - 4pm

DROMALANE HOUSE, NEWRY
IT Training Room
Mon - Fri: 8am - 5pm



Help Hubs telephone number 028 3756 6377



LOOKING AFTER YOURSELF DURING GO-LIVE

Supporting You Through Change

It is particularly important to take care of your mental health and wellbeing, as individuals and as teams, particularly in times of change. Our *Supporting You Through Change resource* is a brief online magazine highlighting options for self-care, team support, others who can help, and hints and tips to help you Take 5 Steps to Wellbeing.



HSC Southern Health and Social Care Trust
Quality Care - for you, with you

Supporting you through change

This document provides brief information & links to assist you to explore resources to find some help that you may need in times of change...

Self Care Click here for more information & links on ways you can help look after yourself.

Team Support Click here for more information & links to help guide with Team Support.

Who Else Can Help Click here for more information, links & support groups who can help.

Change can be challenging & unsettling, but we are here to support you.

When experiencing times of change in the workplace, it is particularly important to take care of our mental health and wellbeing as individuals and as a team.

encompass DELIVERING CARE TOGETHER

For further information contact: The Organisational Development Team -
Email: ODL@southerntrust.hscni.net

equip

CLICK HERE



CATERING FACILITIES

CATERING FACILITIES

As part of our Go-live, catering facilities will be in place across our acute and community sites to ensure food and water are readily available to keep everyone refreshed and energised throughout the busy day and night!



ACUTE SITE SUPERUSERS

- Each person is entitled to one voucher, which must be collected in person and issued upon sign-in
- Vouchers will be dated i.e. it is only valid for the day of issue
- They are valid only in Trust Dining Rooms and Coffee Bars.

Craigavon Area Hospital

DINING ROOM IN MAIN HOSPITAL

Located: Basement

Opening times: Monday to Sunday

Service Times

Breakfast / Morning

Break: 8am - 11.30am

Lunch: 11.45am - 2.30pm

Evening Meal: 4pm - 7.30pm

In between service times, there are beverages and a selection of snacks available

COFFEE BAR IN MAIN HOSPITAL

Located: Main Foyer

Opening Times:

Monday to Friday: 8am – 7.30pm

Weekend: 10am - 5pm

OTHER DINING ROOMS/COFFEE BAR

Trust HQ Dining Room:

Opening Times: Monday to Friday 9am – 3pm

Laundry Dining Room:

Opening Times: Monday to Friday 9.30am - 2pm

Bluestone Coffee Bar: (closed Bank Holidays)

Opening Times:

Monday – Friday: 9am – 4pm

Saturday and Sunday: Noon – 4pm

CATERING FACILITIES

Daisy Hill Hospital

DINING ROOM IN MAIN HOSPITAL

Located: Basement

Opening times: Monday to Sunday

Service Times

Breakfast / Morning Break: 8am - 11am

Lunch: 11.45am - 2.15pm

Evening Meal: 4pm - 6pm

In between service times, there are beverages and a selection of snacks available

COFFEE BAR IN MAIN HOSPITAL

Located: Main Foyer

Opening Times:

Monday to Friday:

8am – 3.45pm

South Tyrone Hospital

DINING ROOM IN MAIN HOSPITAL

Located: Level 1 in the Coronation Building (entrance opposite Minor Injuries Unit)

Opening times: Monday to Friday, Closed weekends and Bank Holidays

Service Times

Morning Break: 9am - 11am

Lunch: 12.15pm - 2pm

In between service times, there are beverages and a selection of snacks available

Lurgan Hospital

DINING ROOM IN MAIN HOSPITAL

Located: Main Hospital entrance

Opening times: Monday to Friday, Closed weekends and Bank Holidays

Service Times

Morning Break: 9am - 11am

Lunch: Noon - 2pm

In between service times, there are beverages and a selection of snacks available

COMMUNITY SITE SUPERUSERS

Due to the Trust's large geographical area, community Super Users are being encouraged to go to their nearest Trust Dining facility which includes Lurgan Hospital, South Tyrone Hospital, Coffee Bars at Banbridge HCC and Portadown HCC and food will also be available from the Help Hubs at Navan Room, St Luke's Hospital and Dromalane House, Newry.

The acute sites at Craigavon Area Hospital and Daisy Hill Hospital should be avoided due to difficulties parking on the acute sites.

Banbridge HCC Coffee Bar

Address: 10 Old Hospital Road,
Banbridge BT32 3GN

Opening Times: Monday to
Thursday 9am - 3.30pm and
Friday 9am - 3pm

Closed Weekends and Bank
Holidays

Portadown HCC Coffee Bar

Address: Portadown Health &
Care Centre, 90 Meadow Lane,
Portadown, BT62 3NJ

Opening Times: Monday,
Tuesday, Wednesday & Friday:
9am - 3.30pm and Thursday 9am
- 2.30pm

Closed Weekends and Bank
Holidays

Dromalane House

Address: Drumalane Road, Newry,
BT35 8AP

Help Hub Opening Times:
Monday to Friday, 9am – 5pm

Navan Room

Address: Hill Building, St Luke's
Hospital, Loughgall Road, Armagh,
BT61 7NQ

Help Hub Opening Times:
Monday to Friday, 8am – 6pm

All of these Community facilities will be closed weekends
and the Bank Holiday on 26 May 2025.

COMMUNITY SITE SUPERUSERS

It is recognised that it may not be possible for Community Superusers to collect vouchers from the Hub in advance and they may be collecting food on behalf of Superuser colleagues as well. In these cases they will be expected to be wearing their Encompass tee-shirt.

However, despite the Trust's best efforts to ensure catering services are available to all Community Superusers it is appreciated that it may not be practical for some of them to travel to any of the Trust catering facilities or to one of the Hubs for food, and the Trust is providing 2 x £5 Ground Floor Coffee Bar vouchers to each of those staff working at the following locations:

- Keady
- Newtownhamilton
- Crossmaglen
- Moy
- Kilkeel
- Clogher
- Ballygawley
- Rathfriland
- Warrenpoint
- Dromore
- Gilford
- Mullaghbawn
- Milford
- Richhill
- Markethill

Community Superusers working at these locations will be expected to collect their vouchers from their nearest Help Hub as part of soft Go-Live when collecting their tee shirts and the Hub staff will record their names and the number of the vouchers issued to each superuser. All of the Ground Floor vouchers should be used by the 30th June as they will no longer be valid after that date.

Ground Floor vouchers can be used at the following Trust locations Portadown HCC, Banbridge HCC, Craigavon Hospital Coffee Bar, Daisy Hill Hospital Coffee Bar, Lurgan Hospital, and Bluestone Unit. Each of these vouchers can only be used in a single transaction.

PARKING FACILITIES

PARKING FACILITIES

Car parking can be difficult at peak times on the Trust's two acute Hospital sites (Craigavon Area Hospital and Daisy Hill Hospital).

HOSPITAL	PARKING FACILITIES
Craigavon Area Hospital	<p>Superusers for Craigavon Area Hospital should avail of a temporary car park at Central Sports Area, Kernan Hill Road BT63 5QY (Kernan Playing Fields). This car park will be open Monday to Friday 8am to 6pm and from this car park you can walk to Craigavon Area Hospital in about 11 minutes.</p> <p>Car parks on site are as follows:- Free Car Park (Car Park 2, 4, 5, 6, 7, 9, 11) Paid Car Park (Car Park 1, 10, Ramone)</p> <p>Bus Service 46 and Service 47 which are available from High Street, Portadown is a 5 minute walk from Portadown Train Station which connects to Craigavon Area Hospital.</p>
Daisy Hill Hospital	<p>Superusers for Daisy Hill Hospital should avail of a car park located at Clanrye Avenue BT35 6EH. This car park is available 24/7 and you can walk to Daisy Hill Hospital from this car park in about 5-10 minutes.</p> <p>Bus Service 41 and Service 338 runs regularly and directly connects Newry Bus Station and Daisy Hill Hospital.</p> <p>Newry Train Station is about 1 mile from Daisy Hill Hospital. The Translink Shuttle Bus that travels from the Train Station to Newry City Centre does not travel past the Hospital entrance.</p>

[Click here to view all other parking facilities and alternative travel arrangements.](#)

APPENDIX A

Appendix A - encompass Epic Service list

Affected Resource	Description
Encompass – Anaesthesia	
Encompass – Emergency Department (ASAP)	Emergency Departments, Minor Injuries Units, and Urgent Care Centres, documentation for staff working in these settings
Encompass – BCA	Business Continuity Access
Encompass – Care Everywhere	Data exchanged from other Epic systems, KIS/ECS documents
Encompass – Reporting, Analytics, Business Intelligence (Cogito)	
Encompass – Procedural Cardiology (Cupid)	Booking, Nurse/Physiologist Documentation, and Doctor workflows for Cardiology Investigations and Cath Lab.
Encompass – Dental	Dentistry tools in outpatient and inpatient contexts, using the Wisdom module, including the Tooth Chart.
Encompass – Dermatology	Dermatology tools in outpatient clinics including specimen collection and dermatology procedures.
Encompass – Home Based Nursing & AHPs (Dorothy Home Care)	District nursing, care in the home
Encompass – Electronic Historic Data Migrations	Historic patient data loaded prior to the go live including labs, imaging reports, admin data, episodes, and others.
Encompass – Integrations & Interfaces	Real-time integrations with third parties, i.e. PAS data, orders and results, letters
Encompass – EpicCare Link	External portal for GPs, non-live Trusts, and other non-Trust users
Encompass – Patient Flow, Portering, and Housekeeping (Grand Central)	ADT (Admissions, Transfers, Discharge), Portering, Housekeeping, Transfer Centre
Encompass – Health Promotion & Population Health (Healthy Planet)	Stop Smoking and Diabetes Prevention Services, population health tools (Social Determinants of Health, Health Programme activity)
Encompass – Information Management (HIM)	Health and Social Records, Clinical Coding/3M/CDM, Information Governance, Medicolegal, Data Quality/Identity/Chart Correction, Scanning, Release of Information, Chart Tracking
Encompass – Hospital Doctors (Orders)	Doctor order entry, procedure ordering, medication ordering in acute settings
Encompass – Hospital Nursing & AHPs (Clin Doc)	Hospital ward-based nursing and AHP workspaces alongside Hospital at Home and Community Bedded facilities. Also includes hospital staff such as spiritual care, hospital social work, nursing assistants, and nursing and AHP students.
Encompass – Laboratory & Results	Laboratory workflow – can be linked to NIPIMS programme
Encompass – Radiology & Results	Radiology workflow – can be linked to NIPACS+ programme
Encompass – Endoscopy & Gastroenterology (Lumens)	Endoscopy workflows for gastroenterologists, GI surgeons, respiratory consultants, nurse endoscopists, endoscopy nurses, and endoscopy booking staff.
Encompass – My Care	Patient and service user portal
Encompass – Ophthalmology	Ophthalmology, orthoptics, and optometry tools in outpatient and inpatient contexts, using the Kaleidoscope module and the Eye Exam.
Encompass – Surgery and Theatres	Theatre issues with workflow