

Press Release

Telefónica Tech supports encompass in the roll-out of digital patient records for the UK's largest trust



- The Belfast Trust went live this month, replacing paper processes with the new digital patient record system. It follows the South Eastern Health & Social Care Trust, which implemented encompass in November 2023.
- Telefónica Tech UK&I has created 20 jobs, located in Northern Ireland, to deliver this contract.

London, June 25, 2024. [Telefónica Tech UK&I](#) has reached a significant milestone in its delivery of a five-year IT managed services contract to support encompass, the health and social care programme that is creating a single digital care record for every citizen who receives health and social care in Northern Ireland.

Belfast Trust, the largest of its kind in the UK, went live this month, replacing paper processes with the new digital patient record system. It follows the South Eastern Health and Social Care Trust, which was the first Trust to Go-Live under the contract in November 2023, with encompass then rolling out across all Trusts in Northern Ireland over a two-year period.

Telefónica Tech, which employs 330 people in Belfast and has created 20 highly skilled and technically accredited locally-based jobs to support the work, is providing the

Telefónica, S.A.

Dirección de Comunicación Corporativa
email: prensatelefonica@telefonica.com
telefonica.com/en/communication-room/

specialist IT hosting and managed services strategic expertise required to underpin encompass.

This involved building and managing all of the back-end IT infrastructure, including for the hosting and deployment of Epic, the market-leading health record management software, and then supporting the roll-out to all Health and Social Care Trusts in Northern Ireland.

Ellen Dickson, VP, Enterprise Health Services at Telefónica Tech UK&I, said: “encompass is a transformational project from an operational and medical point of view, making Northern Ireland the first part of the UK where patients have a single integrated care record. It is a highly complex project and critical to the health and wellbeing of service users in Northern Ireland. It will require the highest levels of service to support the approximately 70,000 staff members who will use the system once it is implemented across all the Trusts. We are very proud to contribute to its implementation in the South Eastern Health & Social Care Trust, and most recently in the Belfast Health & Social Care Trust, the largest Trust of its kind in the UK.”

Dr. Dermot Hughes, the Senior Responsible Owner for the encompass programme, recognised the significant contributions of Telefónica Tech to the successful Go-Live at South Eastern and Belfast Trust: “Telefónica Tech have contributed significantly to the successful implementation of the Epic Platform in Northern Ireland. Their dedicated Healthcare focused team have brought experience and a collegiate partnership to the encompass programme. They have grown their Belfast based workforce and have done so by opening opportunities to all.”

Belfast-based Telefónica Tech UK&I has a dedicated team for enterprise health services and provides IT managed services to major health trusts across the UK and Ireland, including Cambridge University Hospitals Trust.

About Telefónica Tech

Telefónica Tech is the leading company in digital transformation. The company offers a wide range of services and integrated technological solutions for Cyber Security, Cloud, IoT, Big Data and Blockchain. For more information, please visit: <https://telefonicatech.com/>

About Belfast Health and Social Care Trust

Belfast Trust is the largest integrated health and social care Trust in the United Kingdom. It delivers integrated health and social care to approximately 340,000 citizens in Belfast and provides the majority of regional specialist services to all of Northern Ireland. It has an annual budget of £1.3bn and a workforce over 20,000 (full time and part time). Belfast Trust also comprises the major teaching and training hospitals in Northern Ireland.

Telefónica, S.A.

Dirección de Comunicación Corporativa
email: prensatelefonica@telefonica.com
telefonica.com/en/communication-room/