

## **Epic – a new electronic health record for Guy's and St Thomas' and King's College Hospital NHS Foundations Trusts**

Dear Stakeholder

We are writing to update you about the upcoming launch of a new electronic health record system, powered by Epic, across both Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts and Synnovis, our shared pathology provider, on Thursday 5 October 2023.

Epic has already been deployed successfully across a number of NHS Trusts, and is used by healthcare providers across the world. The deployment of the system across Guy's and St Thomas' and King's is a major step forward for both our organisations, and will enable us to replace a number of historic IT systems and paper records currently in use across our hospitals.

Epic will, for the first time, also give our staff a complete overview of a patient's care, allowing them to work more efficiently and enabling them to spend more time providing direct patient care. Patients will of course benefit from the new system, and a new patient portal – called MyChart – will give them greater access to their health records and more control over their care.

### **Preparing for Epic**

The implementation of the new Epic electronic health record is an incredibly significant moment for both Trusts and the communities we serve – and we have been working together to prepare for next month's launch of the system across our hospitals and community sites for a long time.

We also know, however, that introducing a new system such as this will be challenging. There may be some temporary disruption to the services we provide as staff start to use the new system, for which they have undergone both online and face to face training in recent weeks.

Our hope and expectation is that the impact on patients during the launch of Epic across our hospitals will be minimal. However, ahead of go-live next month, we are stepping up our communication with patients, as well as GPs and other hospitals locally, particularly given the industrial action taking place for which we have robust contingency plans in place.

As with other Trusts which have launched Epic, we have planned to temporarily reduce planned outpatient appointments, routine operations, and non-urgent pathology activity during the launch period, but we will ramp this back up again as soon as the system is live and working the way we expect it to.

All emergency and time-critical services for patients will continue as normal. As such, we are not currently anticipating the need to request any divers or mutual aid during this period and hope therefore that any impact on local partners will be minimal. As ever, however, we will continue to communicate through the usual channels should this position change.



**King's College Hospital**  
NHS Foundation Trust



**Guy's and St Thomas'**  
NHS Foundation Trust

### Further information

We will write to you again once Epic is live, and conversations will continue at an operational level with relevant partners. Regular updates will also be shared across our websites and social media channels, as we continue to provide timely information to patients.

Thank you once again for your support.

Best wishes

**Professor Ian Abbs**  
Chief Executive Officer  
Guy's and St Thomas' NHS Foundation Trust

**Professor Clive Kay**  
Chief Executive Officer  
King's College Hospital NHS Foundation Trust