

Press release: 8 February 2024

Greater focus on user engagement and delivering benefits from projects is needed to drive value for money

Comptroller and Auditor General issues latest report

Comptroller and Auditor General (C&AG), Lynn Pamment CBE, has today, 8 February 2024, published a report ***Electronic Patient Record***.

The Electronic Patient Record (EPR) system is a business process-based software solution that brings together key clinical and administrative information involved in the care and management of patients. The Government of Jersey's Digital Care Strategy includes a four-year programme to implement a new EPR system. The stated aim of the EPR programme is to provide a single source of patient information available at the time and place where care is being delivered.

The total estimated programme costs set out in the EPR Business Case are £29.3 million between 2021 and 2031 with the EPR implementation planned to take place in a series of Releases between 2022 and 2025.

C&AG Lynn Pamment found that:

Over the last three years there have been a number of significant IT implementations that have run in parallel. These implementations include the EPR programme as well as the Integrated Technology Solution programme (ITS). The parallel running of major IT implementation programmes has placed particular pressure on Government and there has been a need to bring in additional external resources to support the ongoing implementations.

The level of engagement with key stakeholders has varied over the lifetime of the EPR programme. There is evidence that despite significant attempts made by the EPR programme team, levels of engagement from senior clinicians and managers fell below what was expected and hoped for.

The C&AG also found that:

The Procurement Strategy for the EPR implementation did not provide a full examination of how the procurement could be packaged to minimise risk to the Government. In addition, the way in which financial information was included in the November 2020 Business Case does not enable a transparent audit trail to the funding for the programme.

The benefits outlined in the Business Case are not overly ambitious but they do rely on the Health and Community Services Department adopting standardised clinical and business processes.

The Go Live date of Releases 1 and 2 of the programme was put back on two occasions and the third Go Live date was seven months after the first (27 May 2023). When these Releases did go live, they were not without their operational challenges. There was though a structured approach to identifying and addressing operational issues and evidence shows that a significant number of these issues were successfully addressed. There is however concern around the number of issues that did present and the length of time it is taking to resolve all of them.

Lynn Pamment said:

“There is a large degree of similarity between the findings of this review with those of my previous reviews of the *Integrated Technology Solution* (October 2021 and April 2023) and *Major and Strategic Projects, including Capital Projects* (November 2023).

“While good practice frameworks have been established for projects such as the EPR implementation, in order to drive value for money from significant investments there needs to be a much greater focus on effective stakeholder and user engagement as well as more effective discipline around the identification, monitoring and delivery of benefits.”

The report *Electronic Patient Record* can be found at: <https://www.jerseyauditoffice.je>

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For further information, please contact:

Rozena Pedley

M: 00 44 7797 733553 / T: 00 44 1534 629800

E: rozena.pedley@jerseyauditoffice.je

Notes to Editors:

- The Office of Comptroller and Auditor General (‘C&AG’) was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014
- The remit of the C&AG includes the audit of financial statements, corporate governance, internal control and wider consideration of public funds, often expressed as ‘value for money’
- The 2024 Audit Plan can be found at: www.jerseyauditoffice.je

- Lynn Pamment took up the Office of C&AG on 1 January 2020 for a fixed term of seven years. Following the introduction of the Comptroller and Auditor General (Jersey) Law 2014 the term of office is fixed at seven years and is non-renewable.
- The Office of Comptroller and Auditor General is known as the 'Jersey Audit Office'.
- Contact details are: de Carteret House, 7 Castle Street, St Helier, Jersey JE2 3BT / T:716800 / E: enquiries@jerseyauditoffice.je

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