

04 September 2025

Disruption to tests with Encompass going live

Since the day that encompass went live in the Trust, how many:

(i) tests (blood, urine etc) have not been completed due to issues with identification or scanning barcode errors

(ii) Tests (as above) have had to be repeated due to issues with errors scanning into encompass system

(iii) Complaints have been received from within the Trust relating to the encompass system

Clarification received

We have been informed that some patients have had test samples discarded or rejected because of an issue with labels being scanned by encompass and not being recognised, specifically from non-acute sites such as health centres. This is what we are looking for.

Secondly, the complaints are relating to complaints from staff

(i) We do not hold this information. Our current path manager reports can only provide us with the number of samples rejected since go-live but not the reason for rejection. The rejection totals will include samples rejected due to wrong bottle types received etc., which is not an issue related to identification or scanning errors. The rejection totals include both manual request forms and electronic requested samples.

(ii) As question one.

(iii) BHSCCT does not have a mechanism to record and collate staff complaints about specific digital programmes, including encompass, which is a regional programme and not specific to Belfast Trust. Nonetheless, it is acknowledged that the implementation of encompass has involved certain challenges, and, in some cases, frustration for staff. These issues are addressed as they arise via a range of measures, including for example within teams, via training and support, and ongoing work to develop the programme. Based on these collective efforts, the implementation of encompass is already delivering benefits to staff, patients, and service users.