



**Your health and social care information
all in one place online**



Get



better care



more involved



**information safely
online**

About encompass



encompass is a new computer programme. All Health and Social Care Trusts will use it.

For example, it will be used by

- doctors and nurses in hospitals
- healthcare visitors in your home
- social workers and
- trust staff in day centres, supported-living and residential schemes.



encompass uses **electronic health care records**. This is a list of all your health and social care information in one place online.

Everyone in Northern Ireland will have one.



You and your health and social care staff can see your electronic health care record using computers, tablets or mobiles.



encompass will make it quick and easy for health and social care staff from all Trusts to

- see, add and share important information about you
- organise your care and
- order tests and medication.



encompass will mean staff do not need to

- fill in paper forms
- find and move paper files or
- add the same information again and again.



GPs will not use encompass but they can

- look at your electronic health care record and
- make appointments for you.

Why encompass?



Our Trusts use computer programmes that are old and do not share information with each other.

They need to be changed.



The best healthcare systems in the world use electronic health care records just like encompass.

encompass will mean we are ready for the years to come.

Why is encompass good?



1. You will get better health and social care.

encompass saves staff time.

This means more time for staff to focus on you.



2. Your information will be safer.

Only the people who need to see your health and social care information can see it.

Information is safer online than in paper files.



3. You will be more involved.

You will be able to see your electronic health care records using an App.

The App is called **My Care** and can be used on mobile phones, tablets and computers.

My Care will let you

- see some of your health and social care information
- book appointments
- and send messages to your health and social care staff.

What to expect



When Trusts first start to use encompass it will take staff time to get used to it.

This might mean services are a little slower. Please be patient with us.



You might see more Trust staff in our hospitals. They will be there to support other Trust staff who are learning to use encompass.



You may see more Trust staff using computers, tablets or mobile phones.

Staff will use these to look at your electronic health care record and add information to it.



You will get text message reminders about hospital appointments.

Some people already get these but for others this will be new.



Eventually, you will be able to use the My Care App to

- see some of your health and social care information
- book appointments
- and send messages to your health and social care staff.



When will encompass start to be used?



South Eastern Health and Social Care Trust will start using encompass on November 9th 2023.



All Trusts will be using encompass by 2025.



For more information



Watch our [short film](#) about encompass.



Visit the [encompass website](#).



Read [answers](#) to the questions we are asked.

