	ePrescribing System Evaluation – Live Site Questionnaire			
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ePrescribing System Evaluation - Live Site Questionnaire

Overview
As part of the ePrescribing system evaluation process, live site visits are an essential component to objectively assess;
- how well the system has been accepted by front-line staff
- the support provided by the supplier
- how responsive and inclusive the supplier is for system development
- the cultural fit between the supplier and user to ensure best working practices are developed and supported

These visits will assess the various elements outlined above by directly asking a series of questions to users at sites of live ePrescribing systems.

Scoring
The results from the questionnaire will be fed into the system evaluation process, and directly contribute towards the overall system evaluation scores. Although it is acknowledged that not all suppliers have live systems available to review in the UK, it is still important that vital information about 'real world' working relationships between supplier and users is captured.

The scoring of the questionnaire will utilise a simple, Yes, Partial or No response framework, where the results will be weighted accordingly and fed back into the overall system evaluation scores.

In addition to capturing predefined questions, there will be an opportunity for the front end users to openly comment on their thoughts about each system identified.

Reviewers
The reviewers of these live site visits are a doctor, nurse and pharmacist who have experience in the implementation and use of ePrescribing systems.

Reference Site Staff
Staff from the reference site will respond to the questionnaire and provide critical information used in this assessment.

This range of staff will include (according to availability at each site);
- Clinicians with hands on use of the system (e.g. doctors, nurses and pharmacists)
- Project Managers involved in the implementation and/ or ongoing use of the system
- Representatives from the IT department who is responsible for the ongoing support of the system

Questionnaire

Ref	Reliability & Resilience	Score	Comments
1.1	Does the system support current clinical practice?		
1.2	Does the system meet your initial expectations in terms of what it is delivering now?		
1.3	Are there any specific problems that have been identified?		
1.4	Have there been any problems with system downtime that have contributed to patient care problems?		
1.5	Have there been any problems with system bugs that have contributed to patient care problems?		
1.6	How quickly do problems get fixed by the supplier: - is the system unavailable at any time?		
1.7	- are there any system bugs that carry clinical risk?		
Sub-Total			

Ref	Support	Score	Comment
2.1	Was suitable and useful training delivered by the supplier to support initial implementation?		
2.2	Was there continual training/ on site support during roll out?		
2.3	Is new training provided on any new release?		
2.4	Is the response time for support managed in a timely manner?		
2.5	Do problems get fixed in a timely manner?		
2.6	Are SLA agreements in place?		
2.7	Are SLA levels reasonable?		
2.8	Are there regular meetings with Suppliers that have continued past initial implementation?		
2.9	Is support made available locally when required?		
Sub-Total			

Ref	Development	Score	Comment
3.1	Is system development user driven?		
3.2	Are user groups used to provide assistance/ comments in development?		
3.3	Is there a Quality Assurance process in place (i.e. you don't have to test before releasing to Trust)?		
3.4	Are requests for development dealt with in a timely manner?		
3.5	Is system development managed in a timely manner i.e. little and often?		
3.6	Are upgrades made available regularly containing new and useful functionality?		
3.7	Are there ever any essential elements missing from the functionality?		
3.8	Please outline further where applicable;		
Sub-Total			

Ref	Ease of Use	Score	Comment
4.1	Is the system's prescribing functionality accepted readily by clinicians?		
4.2	Can reports be produced easily and do they meet the need of the organisation?		
4.3	Is the system still the system of Choice?		
Sub-Total			

Ref	Safety	Score	Comment
5.1	Are there any elements of the system that may cause clinical risk?		
5.2	Please outline where applicable;		
5.3	Has the system introduced new errors into processes that are more than implementation/ training issues?		
5.4	Has the system supported and improved: - the prescribing practice?		
5.5	- medicines administration?		
5.6	- overall medicines management processes?		
5.7	- management activity?		
Sub-Total			

Ref	Cultural Fit	Score	Comment
6.1	Would you recommend this supplier to another Trust?		
6.2	Would you recommend this software to another Trust?		
Sub-Total			

Ref	Additional Comments
8.1	
8.2	
8.3	
8.4	
8.5	
8.6	