

Notification of Hive Downtime: Epic System Upgrade on Thursday 11th May

On Thursday 11 May, the Hive production (Epic PRD) environment will be undergoing a full system upgrade across all sites and remote locations. This upgrade will require a longer period of downtime than previous maintenance updates, where Hive will not be accessible to all users. The upgrade will take place in the early hours of **Thursday morning (11 May) between 00:00 to 03:00** and should take approximately 2 hours.

Ongoing improvement

This upgrade is a part of the ongoing activity to keep Hive safe and efficient whilst ensuring all users are provided with the best experience possible. An upgrade on this scale will take place every six months and you can find all the details of the changes made during the [upgrade here](#).

Following the upgrade on Thursday 11 May a shorter downtime will also need to take place on **Wednesday 17 May between 00:00 and 03:00 (approx. 1 hour downtime)**, to complete a mandatory process called data center failover, which improves our resilience and will also take place every six months.

Key information

Below is a short overview of key information for the downtime period. We will share further guidance this week including details on how to prepare, the use of Read Only systems, downtime and business continuity processes and guidance on the backloading of patient data.

- The upgrade will begin at **00:00 on Thursday 11 May** and take around **two hours**, ending at approximately 02:00.

- The ***Epic production (PRD)*** system, alongside Rover, Haiku and Welcome for e-Consent will not be available during the downtime. This includes external Epic systems such as EpicCare Link and MyMFT.
- The BCA web portal and Epic RO (read only) will be available throughout the downtime to access patient information as it was prior to the downtime and print key reports such as Ward Census and the MAR (Medication Administration Record) where necessary.
- BCA web data entry will not be used for documenting during the downtime. Staff will need to use paper forms for patient movement/ADT (admission, discharge and transfer) activity and drug administration where required.
- Activity should move to paper processes by 23.55 on Wednesday 10th May where necessary.
- Where it is clinically safe to do so, staff should limit the amount of patient movement activity and documenting on paper during the downtime. This will support local teams in inputting information captured during downtime back into Hive.

After the downtime

- All information collected on paper forms throughout the downtime period will need to be inputted back into Hive both **quickly and sequentially** by local teams once the system is back online.
- Information will need to be added in the order that activity occurred. For example, if a patient first presents in ED and is transferred to a ward, the ED arrival must be entered first followed by the inpatient transfer - then any clinical data captured.
- Clinical data cannot be backloaded into Hive until patient movement information, including ED attendances and ADT patient data, is added first.
- It is important that staff input patient movement/ADT data as soon as possible once Hive is back online, by **06:00 (6am) at the latest on Thursday 11th May**, to allow for the clinical data input to start.

How can staff prepare

- During any downtime it is the responsibility of service/department/wards managers to coordinate the local response with their teams to ensure business continuity in a downtime event.
- All teams should review individual business continuity plans and ensure sufficient documentation is available including paper forms, blank wristbands and downtime MRN numbers.
- Specific policies and information can be found [on the intranet here](#) and in your BCA red folders.



More detailed information and guidance will be shared over the next few days through both all-Trust communications and through your local operational and management teams.