

4 GOVERNANCE AND SIMPLIFICATION

Governance is a key priority for EMIS – whether that is data security, clinical safety, business integrity or ensuring the business is performing optimally.

The business' commitment to good governance is embedded in every part of the organisation. A series of “golden rules” governs the Group's operating processes and the risk management committee (RMC) proactively drives down exposure to risk. One of EMIS's values is responsible, which helps keeps governance at the forefront of mind for employees. The business does everything it can to ensure that governance is enabling rather than limiting by ensuring processes are both simple and effective.

Find more information about EMIS's governance principles and processes in the sustainability section on pages 34 to 41.

5 PEOPLE FOCUS

EMIS's strategy to attract, retain, inspire and reward its employees will help the business reach the next stage of growth through technology innovation.

EMIS employees worked exceptionally hard during 2020 to support the fight against Covid-19. Driving positive change is a key motivator for EMIS employees and the pandemic really showed their determination and commitment. The business now moves forward into 2021 with the same unswerving focus to deliver the technology and support that makes a difference to the UK healthcare front line.

EMIS strives to be an employer of choice through reward and recognition, clear values and purpose and excellent engagement and communication. Find more information about the Group's people strategy in the stakeholder engagement section on pages 12 to 15 and in the sustainability section on pages 34 to 41.

Case study



A fantastic response from EMIS customers

Researchers have hailed a “fantastic” response from GP practices who stepped forward to contribute patient data for vital Covid-19 research at the University of Oxford – tripling the amount of data available. In the first three months 1,700 practices had stepped forward to contribute.

Alex Eavis, Director of EMIS-X Analytics at EMIS Group, said: “The data came from a daily pseudonymised feed from participating practices provided by EMIS. We gave researchers at the University first access to EMIS-X Analytics technology ahead of the official launch in October 2020.

“The response from GPs followed a joint appeal in March 2020 by EMIS and the Oxford Royal College of General Practitioners Research and Surveillance Centre (Oxford RCGP RSC) at Oxford University, requesting practices to share their data under strict governance guidelines.”

Professor Simon de Lusignan, Director of the RSC, said he was “delighted” by the response from GPs. “We had a resource before but it is on a fantastic scale now and is already helping us to answer important questions about Covid-19.

“The sheer numbers coming forward have surprised and delighted me, but primary care has really stepped up to the plate on all fronts in this crisis. It would be difficult to do this research without carefully coded primary care data. For example, ethnicity is well recorded by many GP practices, and this was vital to help us understand the impact of Covid-19 on BAME communities.”

The data enabled the researchers to understand the spread of Covid-19, including tracking when it peaks, which helped to inform strategy on local social distancing and lockdown during mid to late 2020. It was also used to evaluate rapid Covid-19 finger prick tests against swab tests. Some practices took part in rapid clinical trials of antibiotics to reduce the duration and severity of the virus.