



Dorset and Somerset Electronic Health Record

Recruitment FAQs V5

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Healthset – One Shared Team Across Four Trusts

Somerset, University Hospitals Dorset, Dorset HealthCare and Dorset County Hospital NHS Trusts are establishing a shared Healthset team to support the long-term success of our new EHR, a joined-up digital transformation programme.

Over the next two years, we will:

- grow from a small programme team with supporting workstreams to a 200-strong implementation team by December 2026, supported by many more Subject Matter Experts from across the four Trusts
- engage with clinical and operational colleagues across the Trusts to agree how we will standardise processes and configure and optimise the EHR to meet our needs
- train over 30,000 colleagues to use the new EHR in the three months before go-live
- work with technical teams across all sites to make sure we are ready to go live
- go live together in April 2028, starting a new journey together
- move forward with our long-term Healthset team of over 150 colleagues, focused on working with clinical and operational staff to optimise EHR use and deliver the promised benefits to patients, service users and colleagues

At its peak, the team will include over 300 colleagues, with a further few hundred colleagues supporting as super users immediately after go-live.

During the first recruitment tranche, there were questions from candidates about recruitment processes, assessments, opportunities and more. Where still relevant, we have included the answers to those questions below, alongside new potential questions and answers for future recruitment cycles. We are now recruiting to the next tranche of roles.

Contact us at uhd.ehrrecruitment@nhs.net if you have any queries which we haven't covered below.

FAQs

1. What organisations are included under the internal banner?

Internal applicants include colleagues from Dorset County Hospital NHS Foundation Trust (DCH), Dorset Healthcare University NHS Foundation Trust (DHC), Somerset NHS Foundation Trust (SFT), and University Hospitals Dorset NHS Foundation Trust (UHD).

The majority of Healthset roles will first be advertised internally across these organisations. UHD is managing the recruitment activity and will be the employing organisation for any new external recruits.

2. What roles are included in the current recruitment tranche?

This recruitment cycle focuses primarily on Analyst roles as per the table below.

Application	Role	Band
Inpatient Doc & Stork	Clin Ops Sys Manager	8a
Beacon and Research	Clin Ops Sys Manager	8a
Community, Beans, Bones, Kaleidoscope, Wisdom	Clin Ops Sys Manager	8a
Orders	Clin Ops Sys Manager	8a
Community	Senior Analyst	7
Optime / Anaesthesia	Senior Analyst	7
Orders	Senior Analyst	7
Ambulatory	Analyst	6
Beacon	Analyst	6
Beans / Bones / Kaleidoscope / Wisdom	Analyst	6
Cadence / Prelude / Welcome Kiosk / Springboard	Analyst	6
Community	Analyst	6
Cupid	Analyst	6
Clin Doc & Stork	Analyst	6
Optime	Analyst	6
Orders	Analyst	6
Radiant / Lumens	Analyst	6
Research	Analyst	6
User & Security	Analyst	6
Willow Pharmacy	Analyst	6

Please note this list of vacancies is subject to change. All current open vacancies will be advertised and updated on the [Healthset extranet site](#).

The [organogram](#) shows you the proposed structure of the analyst teams. This is an overview of the Healthset programme and remains a draft copy at this stage whilst we continue recruitment activity for the remaining roles within the Healthset Programme. We will update the organogram with future vacancies and as people are appointed to roles.

The [Healthset Analyst Attributes table](#) shows what those teams do, together with examples of the types of people who have filled these roles in other Trusts.

The Healthset Resourcing team appreciates your time and interest in the Healthset Programme. There will be additional roles advertised in the future on the new [Healthset extranet site](#), and we strongly encourage candidates to re-engage.

3. Do I have to work in a digital team to apply for a role in Healthset?

No. Some roles are better suited to people with digital experience, but others require knowledge of clinical and operational processes. This knowledge is held by colleagues across the Trusts, and the [Analyst Attributes table](#) on the Healthset intranet page gives guidance on which teams may be most appropriate for you.

Colleagues who support departmental systems but are not part of Trust digital teams are also encouraged and very welcome to apply for Healthset programme roles.

4. What do the abbreviations in the Healthset organogram mean?

- BI – Business Intelligence
- ASDCS – Ancillary & Speciality Department Clinical Systems
- ICS – Inpatient Clinical systems
- OCS – Outpatients Clinical Systems
- PAS – Patient Administration Systems.

5. How are you making sure that access to roles in Healthset is fair and equitable?

Candidate applications will be given a numerical ID and graded anonymously, so please ensure that your application is as complete as possible and highlights all of your relevant qualifications, skills, accomplishments, and experience.

The Healthset business case is valued at £358 million over ten years and this significant investment is expected to deliver benefits for patients, service users and colleagues across the four Trusts. Healthset needs the best people from across the partner organisations to deliver on this promise during implementation and as we optimise EHR use.

Please see below some examples of unofficial links that may offer additional support and advice when applying for roles. More resources are available online through your preferred search/internet browser.

- How to write an [NHS Application](#)

- How to prepare for an [interview](#) within the NHS (and tips for success).
- How to approach a Sphinx Assessment – there is lots of information available online about the Sphinx Assessment
- [Analyst Attributes](#)

We have decided to advertise Healthset roles openly across the Trusts to attract people who are genuinely interested in making a change. We know it can be difficult to imagine what these roles involve, so we are collecting testimonials from other Trusts to help you decide whether they are right for you.

These testimonials provide more information about analyst roles:

[Analyst testimonial 1](#)

[Analyst testimonial 2](#)

Please share these opportunities with colleagues in your Trust and contact us at uhd.ehrrecruitment@nhs.net if you need more information.

6. When do short listing and interviews for the current roles take place?

The significant dates for this recruitment cycle are as follows:

Job Advertisements live on Trac	17th August - 6th September
Sphinx Assessments	7th - 13th September
Shortlisting	14th - 18th September
Interviews	28th September - 2nd October

Interviews are likely to be held in person at interview locations in Dorset and Somerset.

Interview outcomes will be notified to candidates by the 9th October.

7. Will I be signing up to new terms and conditions if I join Healthset?

Our ambition is to engage all colleagues on Healthset on the same or similar basis.

However, arrangements will differ for current employees of one of the four constituent Trusts compared with external applicants. Applicants already employed by one of the four Trusts will remain employed by their current Trust when they join Healthset.

External applicants who join Healthset will have a contract with University Hospitals Dorset NHS Foundation Trust (UHD).

8. Where are the Healthset roles based?

There are three programme bases: Bournemouth, Dorchester and Taunton. Ideally, Healthset team members will be based at one of these. However, successful applicants already employed by one of our Trusts may choose to keep a base closer

to their home. Whatever your base, you should expect to travel to Healthset sites during the programme.

Analysts and their managers will also work at the following sites on rotation, at least once every three weeks. For example:

- Week 1: Deane House, Taunton (3 days)
- Week 4: Tringham House, Bournemouth (3 days)
- Week 7: Deane House, Taunton (3 days)
- Week 10: Tringham House, Bournemouth (3 days)

This will align with Epic colleagues travelling from Bristol and the United States. It will be the usual arrangement for most team members, although exceptions will be considered where required. Non-analyst roles may be based at other regional locations.

9. Are the roles just until April 2028 when the system goes live?

No. The team will peak at over 300 colleagues, in the lead-up to go-live in 2028. After go-live, it will scale down to approximately 150 colleagues, and we plan to maintain this cohort throughout implementation. These colleagues will remain in place at least until the end of the Epic contract in 2038 to manage and optimise the service after go-live. Roles needed only during implementation will generally be filled by secondees, colleagues on fixed-term contracts, and contractors.

10. I am excited about helping to implement Healthset, but I am not sure I want a long-term role. What options are open to me?

If you do not want to join Healthset long term, you could apply for a secondment or fixed-term contract for the implementation phase. Some roles are designated as secondees or fixed-term contract roles in the detailed organisation chart on the Healthset intranet page because they are not needed in the long-term structure after go-live. We would also be open to discussing options for other roles, recognising that some people may be more interested in implementation than long-term service delivery.

You could also stay in your existing role and offer subject matter expertise.

Please read the Subject Matter Experts guidance on the Healthset intranet page.

11. If I have already applied for a role in the Healthset Programme, but wasn't successful, can I apply again?

Yes. A previous unsuccessful application does not prevent you from applying again.

12. What happens if I do not apply for a role in Healthset, will there still be digital roles outside the Healthset programme?

Yes, there will still be digital roles in each Trust outside of Healthset. The target operating models for digital teams in Somerset and Dorset are in development and,

when published, they will give you a view of how the digital functions will evolve to reflect the introduction of the new EHR.

There are many ways to get involved with Healthset, and we encourage you to explore these opportunities and consider applying.

13. Can I work flexibly in the programme?

Yes. The programme already has people working part-time. If you already have an agreed flexible working arrangement, you can ask whether this can continue if you are offered a programme role. If you do not currently have an agreed flexible working pattern but would like to request one, you can do so through the usual process in your employing organisation.

14. What opportunities are there for career progression?

The current programme organisation chart is available on the [Healthset extranet site](#). It shows the range and hierarchy of roles available. Depending on the role you are interested in, there may be opportunities to progress through that hierarchy, noting that the organisation chart will evolve over time.

15. What are the 'designated core modules' referred to in the Analyst job descriptions?

Epic is a modular electronic health record, with some functionality specific to individual specialities. The job descriptions are specific against the Epic modules. Interviews will help us understand how candidates best fit against the modules needed for services in Dorset and Somerset. The following links gives examples of modules and the typical attributes against each module.:

- [Specialties | Epic](#)
- [Analyst Attributes](#)

16. Why are we using contractors within the programme?

For some short-term, task-specific roles, contractors will bring Epic accredited and up-to-date skills, and they will assist in upskilling analyst colleagues.

17. Do all roles on Healthset require Epic accreditation? What does it entail?

No, not all Healthset roles require Epic accreditation. It is required for roles working directly on the system, including analysts in the Applications, Business Intelligence, Data Migration and Integration, and Training teams. Managers of these teams do not need accreditation but do need to attend training to support their teams.

Accreditation is specific to the Epic application or applications the analyst will work on.

For some roles, selection will be based on a combination of the Epic Sphinx assessment and your interview. If you are offered a role, appointment will depend on completing the training and required assessments to achieve accreditation.

Accreditation is not optional, and successful completion provides a valuable transferable skill.

18. What is a Sphinx assessment?

The Sphinx assessment is an aptitude assessment that indicates some of the skills needed to be a good analyst. The link will be sent to applicants after the job advertisement closes. We will consider Sphinx results alongside your application when deciding whether to shortlist you for interview. Assessment results will not be shared with candidates during the recruitment process, regardless of application outcome.

19. I am neurodivergent. Is the Sphinx assessment a barrier to me becoming a Healthset analyst?

No. The Sphinx assessment is only one part of recruitment. We also consider your application and interview, and we aim to build a diverse and inclusive Healthset team.

If you need support during recruitment, we will work with you to make reasonable adjustments, wherever possible, so you have the best opportunity to succeed. Please email uhd.ehrrecruitment@nhs.net to advise us of your requirements.

The Sphinx assessment is mainly used for Band 5 to 7 analyst roles where Epic accreditation is required. It measures reasoning skills and includes three sections, two of which use multiple-choice questions.

There is no single pass or fail result. Candidates are placed into tiers indicating their strengths and how likely they are to achieve Epic accreditation. Results are considered alongside your wider skills, experience and qualifications. You can take the assessment more than once if you wish.

Healthset offers more than 70 analyst roles, alongside many other opportunities that do not require the Sphinx assessment. We want people with different strengths and ways of thinking to grow and succeed within the programme.

20. I haven't been able to access the Sphinx assessment through Chrome, which browser should I use instead?

Please access the Sphinx assessment using Microsoft Edge, as Chrome appears to be preventing some colleagues from accessing the webpage.

21. What further training and accreditation will I need?

If appointed to an applications analyst role, you will need to complete further training to achieve Epic accreditation. This is required before working on the Epic system and includes:

- completing application-specific training
- completing a project in the Epic environment after training

- passing an exam after successful project completion

If you are unsuccessful in either the project or exam, you may have up to three further attempts, with additional support from your line manager and Epic colleagues.

22. Do I have to travel to the USA in order to achieve Epic accreditation?

Epic training options include:

- attending training at Epic headquarters in Verona, Wisconsin. Training length varies by application, typically from 3 to 9 days
- attending US-based virtual training, delivered between 2pm and 11.30pm UK time
- attending training at Epic UK headquarters in Bristol, where this is available for the relevant course or application.

Feedback from other NHS Trusts that have implemented Epic suggests there is value in a shared learning experience at the Epic campus in the USA. However, we will work with you to agree the best training solution based on your Healthset role, the application you will work in and your personal circumstances.

23. How do I access the Epic UserWeb?

Are you interested to learn more about Epic? Epic UserWeb site contains a wealth of information from Epic and the user community. You can now create an account for the UserWeb.

UserWeb accounts are restricted to employees of the trusts so you should use your Trust email address.

Steps are below – please note the slightly different instructions for Somerset and Dorset colleagues

1. Go to <https://userweb.epic.com>
2. If you have an email address from **Somerset** (SFT)
 1. Select '**Healthset – Somerset**' as your organisation
 2. Login using your trust credentials.
 3. If this is your first time logging in, you will be prompted to enter some information to complete your account.
3. If you have an email address from **any Dorset trust** (UHD, DCH, DHC)
 1. Select '**Healthset – Dorset**' as your organisation
 2. Select "Request an account"

3. Complete the fields with your information. Be sure to put which trust you are from in the Comments.
4. Your account will be processed by Epic and activated soon (typically 1-3 business days).

You will always need to pick either Somerset or Dorset whenever you log in.

Please contact uhd.ehrrecruitment@nhs.net if you need further support.