

**Appendix 4: Characteristics of case study sites [posted as supplied by author]**

Case study description	NHS Care Records Service application [Local Service Provider: supplier]	Deployment status/plans	Data sources
Large, multi-site, urban, acute NHS Trust in London	Cerner Millennium [British Telecom: Cerner]	This Trust was to implement Cerner Millennium. The staged, first implementation phase, was planned to include order communications, then a Trust-wide Patient Administration System, clinical documentation, care planning, medicines management and maternity systems, plus additional Cerner Millennium tools. The deployment of further Cerner Millennium functionality was planned during a follow-on, second staged phase.	<p>Data collection took place between February 2009 and November 2010</p> <p>Interviews with a range of Trust implementation team members, clinical and administrative staff, and patients.</p> <p>Additional data were gathered through attending Trust meetings and collecting Trust documents.</p>
Large acute Trust providing care in a predominantly rural, geographically scattered and disparate community in North, Midlands and East area	Lorenzo (Release 1 and 1.9) [Computer Sciences Corporation: iSOFT]	The Trust began implementing Release 1 as a “soft landing”, running the system in parallel with existing paper systems, in one ward. This was followed by go-live at two other wards. At time 2 interviews, the Trust had moved to using R1.9 which replaced iPM with the Lorenzo Patient Administration System in all areas and locations except Accident and Emergency.	<p>Data collection took place between February 2009 and November 2010</p> <p>Interviews with Trust staff including users and implementation team members were conducted. Complementary to these, Trust and press documents as well as researcher field notes and observation notes allowed gaining an insight into the specific context of implementation.</p> <p>We also conducted interviews with patients and collected questionnaires on case note availability.</p>
Large acute Trust in the North, Midlands and East area (mixed urban/surrounding communities)	Lorenzo (Release 1) [Computer Sciences Corporation: iSOFT]	The Trust implemented Release 1 by following a ‘small-scale’ approach. R1 went live in 2009 and was used for ordering X-Ray requests and reporting results. By 2010 R1 was used Trust-wide for uploading specialised assessments for inpatients and for reporting.	<p>Data collection took place between May 2009 and June 2010</p> <p>Semi-structured interviews with Trust staff, including users and implementation team members, and Trust-related documents.</p>
Medium acute Trust providing all areas of care located in London	Cerner Millennium [British Telecom: Cerner]	First London acute Trust to go-live with an upgrade of Cerner Millennium in 2009.	<p>Data collection took place between December 2009 and December 2010</p> <p>Semi-structured face to face interviews with various stakeholders at different levels; content analysis of hospital documents; and field observations.</p> <p>Distribution of the Clinical Computer Systems Survey, to gather users’ feedback on Cerner Millennium, and more generally assess dimensions of use and usability of hospital clinical systems.</p>
Large acute Trust providing all areas of care located in an urban and affluent area in London	Cerner Millennium [British Telecom: Cerner]	Trust went live with an upgrade of Cerner Millennium, which was the first version with Spine connectivity in 2008.	<p>Data collection took place between May 2009 and December 2010</p> <p>Semi-structured face-to-face interviews with various stakeholders at different levels; content analysis of hospital documents; and field observations.</p>

Large, multi-site, urban, mental health NHS Trust in London	RiO [British Telecom: CSE Healthcare Systems]	This Trust implemented RiO and upgraded from RiO version 4 to RiO version 5.	Data collection took place between October 2009 and October 2010  Semi-structured face-to-face interviews
A large urban Primary Care Trust in the North, Midlands and East area	Lorenzo (Release 1) [Computer Sciences Corporation: iSOFT]	The Trust went live in 2008 in one specialist setting.	Data collection took place between July 2009 and July 2010  Interviews with Trust staff including healthcare professionals and implementation team members were conducted and analysed in combination with Trust documentation, researcher field notes, observation notes and articles in the media.  We also conducted interviews with patients.
A large mental health Trust in London	RiO (5.1) [British Telecom: CSE Healthcare Systems]	The Trust went live with RiO which had Spine connectivity in two phases in 2008 and 2009.	Data collection took place between May 2009 and November 2010  Semi-structured face to face interviews with various stakeholders at different levels; content analysis of hospital documents; and field observations.
Large acute Trust in the South		The Trust was planning to implement Cerner Millennium with Fujitsu.	Data collection took place between January and August 2010  Focus on the integrated stroke pathway and the use of information and technology for the pathway. Data were collected through observation and unstructured interviews. Documents available on the Web were consulted to inform analysis of history of the Trust and the wider context.
Mental Health Trust in the North, Midlands and East	Lorenzo (Release 1) [Computer Sciences Corporation: iSOFT]	The Trust went live in 2009 and deployed to all community teams of one of their services.	Data collection took place between December 2009 and November 2010  Interviews with Trust staff including users and implementation team members were conducted and analysed in combination with Trust documentation, researcher field notes, observation notes and media articles.
Acute Trust in the South	Implemented Cerner Millennium Release 0	The Trust implemented Cerner Millennium Release 0 in 2007. It offered clinical and administrative functionality. After 18 months the Trust decided to opt out of the Cerner Millennium implementation.	Data collection took place between February 2010 and November 2010  Semi-structured interviews with Trust staff, including IT, management and clinical implementation team members, Trust-related documents and articles from the media.
Small acute Trust in the North, Midlands and East.	Lorenzo (Release 1) [Computer Sciences Corporation: iSOFT]	The Trust went live in 2010 with a small user base. Developments for more extensive pathology 'Requests and Results' functionality were planned for 2011.	Data collection took place between May 2010 and December 2010  Two researchers simultaneously conducted qualitative interviews and observations together with quantitative data on case note availability. In addition, documentary analysis of Trust, software provider and press documents were conducted.