North & Co Consulting

CLIENT REPORT

Patient portal rollout

Harbour Health

Weekly report · 02-11-2026 to 06-11-2026

Prepared by Alex Morgan
As at 06-11-2026

At a glance

SCHEDULE

Amber ↓

Content approval is being actively recovered; launch planning continues.

BUDGET

Green =

Effort remains aligned with progress.

SCOPE

Green =

No scope changes this week.

Overall status

Watch

Likely finish

23-12-2026 to 31-12-2026

Baseline 24-12-2026 · 4 working days later

Current phases

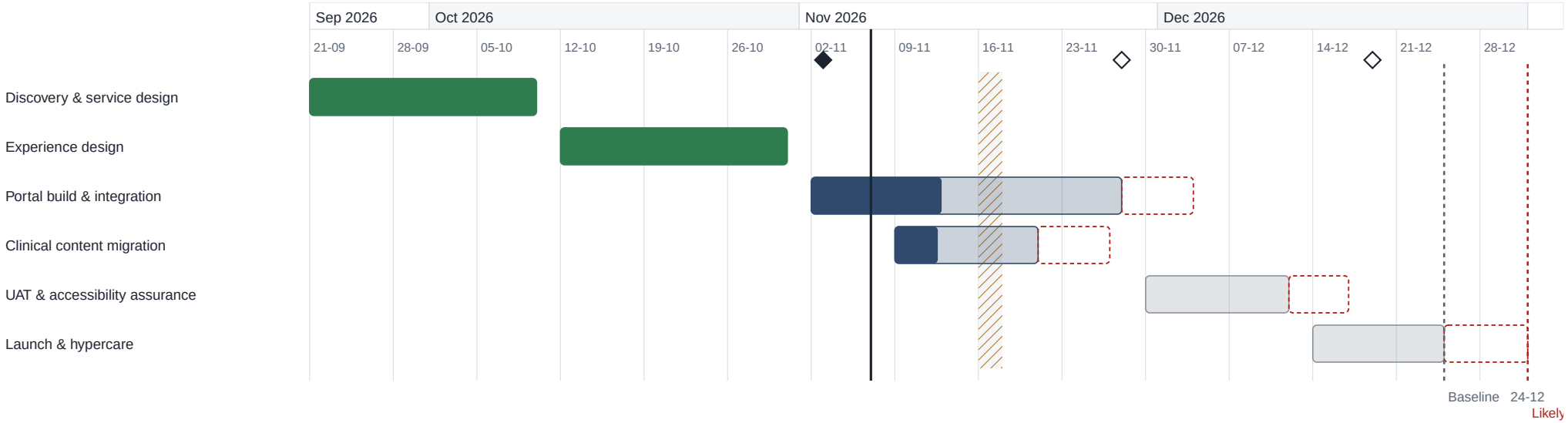
Portal build & integration (42%) · Clinical content migration (30%)

1	1	0	1
Open risks	Open issues	Overdue milestones	Actions due next week

Executive summary

The patient portal remains on course for a December launch, with four working days of forecast pressure. Experience design is approved, the appointment summary integration is complete, and the first twenty referral pages have migrated. Clinical content approval is the immediate focus.

Timeline


Sep 2026
Oct 2026
Nov 2026
Dec 2026
21-09
28-09
05-10
12-10
19-10
26-10
02-11
09-11
16-11
23-11
30-11
07-12
14-12
21-12
28-12
Discovery & service design
Experience design
Portal build & integration
Clinical content migration
UAT & accessibility assurance
Launch & hypercare
Baseline
24-12
Likely

Progress this week

Tasks completed

Experience design

- Approve accessible patient journey

Portal build & integration

- Complete appointment summary integration

Clinical content migration

- Migrate first 20 referral pages

Milestones achieved

- Experience design approved
  Achieved 02-11-2026

Milestones overdue

None this period.

Milestones coming up

None this period.

Decisions

- Use one clinical approval workflow for all content
  Harbour Health digital steering group · 04-11-2026

Highlights

- Accessible patient journey approved
- Appointment summary integration completed
- First twenty referral pages migrated

Lowlights and challenges

Clinical approver availability has moved the likely finish four working days beyond the baseline. Two approval sessions are reserved to recover the content schedule.

Priorities for next week

- Complete clinical review of the remaining referral pages
- Refresh the three UAT identity records
- Confirm patient representatives for UAT

Team input

Maya Chen
Accessibility copy is approved. I am confirming the patient representatives for UAT next week.

Forecast

Likely finish 31-12-2026 against a baseline of 24-12-2026.

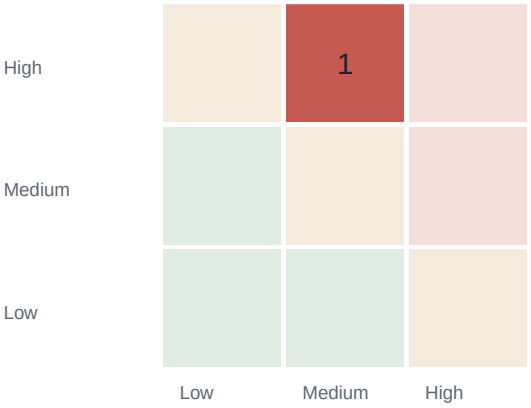
Why later?



- Design overrun: 2 working days
- Team availability: 2 working days

Total 4 working days later than baseline.

Risks and issues



Rows: severity · Columns: likelihood
Open risks only. Unrated values count as Medium.

Top risks

Risk	Severity	Owner	Mitigation	Due
Clinical approvers have limited time before UAT	high	Dr Sarah Lin	Reserve two approval sessions and escalate unreviewed pages each Tuesday.	17-11-2026

Open issues

Issue	Owner	Action	Due
Three test patients need fresh identity records	Maya Chen	Harbour Health identity team is refreshing the records.	10-11-2026

Appendix · Registers

Risks

Title	Status	Owner	Due	Mitigation / resolution
Clinical approvers have limited time before UAT	open	Dr Sarah Lin	17-11-2026	Reserve two approval sessions and escalate unreviewed pages each Tuesday.

Issues

Title	Status	Owner	Due	Mitigation / resolution
Three test patients need fresh identity records	open	Maya Chen	10-11-2026	Harbour Health identity team is refreshing the records.

Actions

Title	Status	Owner	Due	Mitigation / resolution
Confirm patient representatives for UAT	open	Alex Morgan	13-11-2026	Send final schedule and accessibility requirements.