

'Primary Care Communication regarding Windows 11

Subject: Laptops still on Win 10.

Audience: All GP Practices and GP IT Leads

Win 10 was end of life (eol) on Oct 14th, 2025. Windows devices will still receive the October security patch, so we are aiming to upgrade all devices by mid-November.

NWL IT has been upgrading laptops remotely, but there are still a number of upgradeable laptops still on Win 10. We're deploying the upgrade daily and when you connect, your device may receive a pop-up message for you to accept the install and a subsequent request to reboot your laptop when the install is complete. Please do not disconnect or power off your device until requested to re-boot. Please note you can continue working while the install takes place.

Some laptops remain on Win 10 due to hardware incompatibility or not having enough space on their hard disk to receive the upgrade. Subsequently the ICT dept. is replacing, re-imaging or assisting in reclaiming sufficient space on relevant laptops.

Beginning with hardware incompatible devices we're sending a pop-up message and then an e-mail to laptop users to arrange one of the options. Please respond asap to the messages/requests you may receive.

Any devices still on Win 10 after mid-November may be disabled due to the security risk.

If you have any questions regarding Win 11, please contact the ICT operations team at the address below:

nhsnwl.windows11@nhs.net