

Communications Brief: Windows 10 End of Support October 14,2025

Subject: Urgent Upgrade Requirement – Medical Devices

Audience: NWL GP Practices, NWL ICB GP IT Leads

Key Message:

The transition to Windows 11 is mandatory to maintain the security, compliance and operational continuity required within the NHS. The managed program to upgrade all devices within Primary Care will begin July 1st to meet the deadline of October 14 2025 to reduce risk; the risk of not doing so would result in delays and disruption to patient care and presents a clinical safety risk, so swift action is required.

NHS North West London IT has discovered that some Medical Device solutions are not fully compliant with Windows 11. These include Welch Allyn and Seca Cardio 150 devices and software.

The selection and support of these solutions was agreed to be the full responsibility of NHS North West London PCNs as per the MOU dated October 2022 and the risks related to running incompatible systems on Windows 11 has been accepted and are owned by GP practices.

What are the next steps for you:

- **NWL ICB PCN's and GP Practices must** engage with their medical device suppliers to ascertain Windows 11 compatibility then arrange to upgrade or replace medical devices.
 - Please ensure full compatibility is in place
 - Please ensure you have contracts with suppliers that include software upgrade paths
- **NWL ICT & Primary Care** needs to understand what medical devices are being used across all practices. Using the link below please list all critical medical devices and software used by your practice. This list should be submitted no later than end of July 2025.

<https://forms.office.com/Pages/ResponsePage.aspx?id=sITDN7CF9Ueylge0jXdO41-OxkdzT8RPhleNVqmRwNUOURNNUZIM01DQk5GQ1EzV1FOUVI2U09DTi4u>

To Confirm:

Windows 11 updates will Start July 2025 timeframe ending October 14th 2025 to avoid issues with medical devices all GP sites must ensure their medical device units are Windows 11 compatible ahead of any scheduling or Windows 11 updates.

If you have any questions about this briefing, can assist with testing or have any other questions about Windows 11 please contact the ICT team at the address below:

nhsnwl.medicaldevicesupport@nhs.net