

## **Primary Care Communication regarding Windows 11**

**Subject: Upgrade of GP Desktops - Reminder**

**Audience: NWL GP Practices, NWL GPIT Leads**

Win 10 will be end of life (eol) on Oct 14th, 2025. Subsequently support, including security updates, will no longer be available after this date. This presents a security risk to your data and systems so the upgrade of your desktops to Win 11 is mandatory.

NWL IT have begun scheduling Practice upgrades. These upgrades will take place overnight so we will be asking you to leave your desktops on and logged out to minimise disruption.

Currently, due to compatibility with Win 11 some Medical Device solutions e.g. Welch Allyn and Seca Cardio 150, we will avoid upgrading desktops with medical devices software installed until a later date.

Please review recent communications regarding Medical Device compatibility and take appropriate action.

E-mails will be sent to individual practices with further details and to arrange suitable upgrade dates. Please respond to these e-mails asap.

Further user guides will soon be available in the ICT self-service portal and or Collabor8 but if you have any questions regarding Win 11, please contact the ICT operations team at the address below:

[nhsnwl.windows11@nhs.net](mailto:nhsnwl.windows11@nhs.net)