

# **PROFESSIONAL STRATEGY AND CHANGE SUPPORT SERVICE**

**G-CLOUD 14  
SERVICE DESCRIPTION**

## Overview

MLC Partners has extensive experience supporting public sector organisations undertaking transformation projects and programmes, including NHS EPR, clinical systems and cloud-enabled change. We have developed a set of services under G-Cloud to provide supplementary support through such transformations. This service allows customers to access a broad range of strategy and change support services, including business strategy, IT strategy, business case definition and evaluation, programme management, project management, change management, financial support, IT support, procurement support and HR support.

For NHS digital transformation, the service supports clinical change and transformation across EPR implementations and optimisation programmes. This includes workflow redesign, adoption planning, change impact assessment, operating model support, stakeholder engagement, service readiness, communications, benefits realisation and adoption monitoring across platforms including RiO, Epic, Cerner, Nervecentre, SystemOne, EMIS Web and other clinical systems.

## Service Description

To deliver this Strategy and Change support service, MLC Partners will supply a team of expert specialists with extensive experience and/or professional qualifications in appropriate disciplines. For EPR and clinical systems programmes, this may include strategy and change specialists, clinical change leads, transformation leads, business analysts, benefits leads, communications and engagement specialists, programme managers and subject matter experts with relevant NHS digital transformation experience.

Before commencing any assignment, we will agree a specific service work package to define the support required, resourcing, duration and planned deliverables. Work packages can be tailored to support clinical change planning, workflow redesign, change impact assessment by service, role and pathway, stakeholder engagement, readiness assessment, communications and mobilisation planning, benefits realisation and adoption monitoring. We will tailor our support to your internal capacity and capability and work alongside clinical, operational, digital, information and supplier teams.

Where we deploy larger teams, we will provide a lead consultant who will manage the engagement, coordinate delivery, maintain alignment with programme governance and support clear decision-making across customer and supplier teams.

## Resourcing

The teams deployed in the provision of the services will be comprised of experienced professionals in appropriate disciplines, with professional qualifications including MBAs, project and programme qualifications (PRINCE2, MSP, AgilePM), financial qualifications (ACCA, ICAEW), IT qualifications, procurement qualifications (CIPS) and HR qualifications (CIPD).

For NHS EPR and clinical systems implementations, MLC can provide or source specialists with experience in clinical change, transformation planning, workflow redesign, stakeholder engagement, readiness assessment, benefits realisation and adoption support. Platform experience may include RiO, Epic, Cerner, Nervecentre, SystemOne, EMIS Web and other clinical systems where supported by appropriately experienced staff, associates or partners. Typically team members will be cleared to Baseline Personnel Security Standard, with higher clearances available where required.

## Ordering process

We aim to make the ordering process as simple and straightforward as possible. Customers can contact our account team by telephone or email and we will facilitate face-to-face meetings where required to discuss specific requirements. We are happy for customers to prepare G-Cloud 14 call off order forms or we can draft these for checking by the customer.

For EPR and clinical systems transformation, the ordering discussion can define the scope of clinical change support, services and pathways in scope, stakeholder groups, readiness requirements, deliverables, reporting cadence, dependencies with programme, technical and supplier workstreams and any platform-specific expertise required.

## Onboarding

We aim to ensure that all teams deployed will be fully effective from the start of each assignment. To achieve this, prior to the start of each assignment we will provide a briefing to each team member on the work required, expected deliverables, key customer personnel and expectations on service standards. At the start of each engagement, team members will introduce themselves to the key customer contacts to discuss and agree the work programme, reporting and communications.

For EPR and clinical transformation assignments, onboarding will also confirm programme governance, clinical and operational stakeholders, services and pathways in scope, current documentation, adoption objectives, readiness measures, benefit baselines, communications routes and interfaces with suppliers and digital teams.

## Service Constraints

This service is highly flexible. We can start service provision at short notice and flex the level of support up and down as required. The service can support targeted advisory inputs, defined work packages or larger multi-disciplinary teams across strategy, change and transformation activity.

MLC does not replace the EPR supplier, clinical safety officer or customer decision-making authority. Platform-specific configuration, clinical safety sign-off, data controller responsibilities and final operating model decisions remain with the customer, supplier or nominated authority as appropriate.

## Service Levels

We are available to take new bookings or discuss any changes to service provision from 8.30am to 6pm Monday to Friday. We aim to acknowledge any requests for new services within four working hours of receipt and to provide the support in line with any timescales agreed with the customer. Typically we can commence service provision within three working days for urgent requirements.

For time-critical EPR implementation milestones, including readiness reviews, stakeholder engagement, go-live preparation and post-go-live adoption support, response times and reporting cadence will be agreed in the service work package.

## Termination Terms

Our usual terms for termination for convenience are 10 working days. We are happy to discuss different terms on a case by case basis.

## Customer Responsibilities

Customers are responsible for the provision of office accommodation and, where required, access to and provision of IT services for our team. Where security clearances above BPSS are required, customers are responsible for holding such clearances for team members who are already cleared or for sponsoring clearances as required.

Customers are responsible for providing clearly defined contacts within the organisation to liaise with the team and to whom the team can report progress as required. Customers are responsible for confirming satisfactory delivery of the services on a weekly basis or as otherwise agreed using systems provided by MLC Partners.

Customers are responsible for the provision of information and assistance as reasonably required by our team to complete the agreed assignment. For EPR and clinical systems transformation, this includes access to programme documentation, service stakeholders, clinical and operational leads, digital and supplier contacts, relevant governance forums, current and future-state workflow information, readiness data, communications channels and benefits information.