

Healthcare Digital Programme Critical Friend and Technical Assurance Service definition



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Company overview

We're driven by technology and innovation, and by their ability to create meaningful change for organisations and the communities they serve. As a proudly independent and employee-owned consultancy, we bring together a diverse, highly skilled team who thrive on tackling complex challenges, working closely with our clients to deliver solutions that make a real difference.

We partner with organisations across multiple sectors, using data, AI and digital to help turn ambition into outcomes. Our work is recognised by leading industry bodies, reflecting our consistent focus on delivering clear, customer-centred results that stand up in the real world.

How we do it

With over 25 years of experience delivering digital transformation, Answer Digital supports organisations through complex change, with deep expertise in cloud-led delivery. We work in close partnership with our clients to innovate responsibly, embed best practice, and deliver outcomes that last.

Every engagement is different, so we build teams around the challenge, not a fixed model. We start by understanding the vision, the users, and the outcome that really matters. From there, we design solutions that fit your technology landscape, tools, roadmap and people.

Collaboration sits at the heart of how we work. We establish ways of working that are sustainable for teams, processes and practice, then iteratively design, build and test together. We continuously learn, refine and evolve, keeping a clear focus on delivering the right outcome, not just shipping technology.

Healthcare Digital Programme

Critical Friend and Technical Assurance

Service description

Independent technical assurance and critical-friend support for NHS digital transformation, cloud migration and EPR programmes. We provide architecture assurance, cloud readiness reviews, interoperability, clinical safety assurance, and technical due diligence to help CIOs de-risk delivery, recover stalled programmes and realise clinical value sooner. Delivered using Answer Digital's agile, product-led approach.

Features

- Rapid technical health checks and deliverability assessments for digital programmes
- Architecture review focused on simplification and reducing integration complexity
- Identification of opportunities to refactor roadmaps for earlier clinical value
- Deep-dive analysis of high-risk interoperability and data flows
- Assessment of alignment with NHS Service Standard and DCB0129/0160
- Independent evaluation of supplier technical proposals and EPR configurations
- Feasibility reviews of cloud migration and shared care records
- Identification of technical debt and legacy blockers to transformation
- Validate digital strategy against local needs and national plans
- Review of agile governance and decision making velocity within Trusts

Benefits

- Accelerates delivery by identifying and removing architectural bottlenecks
- Provides Boards with independent, unvarnished truth regarding technical status
- Reduces clinical safety risk through early identification of failure points
- Optimises Value for Money by preventing over-engineering and gold plating
- Shifts focus from documentation to working software and early capability
- Unblocks technical deadlocks between internal teams and system vendors
- Ensures technical decisions are driven by clinician and patient needs
- Prevents accumulation of toxic technical debt in early phases
- Facilitates evidence based decisions on 'build vs buy' options
- Validates that technical roadmaps are realistic and achievable

Pricing

Answer Digital services are available for procurement through either Fixed Price or Time & Materials arrangements. Please refer to our Pricing Document and Rate Card for further details.

Contact details

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