

AI Enhanced Workflow Design & Automation

G-Cloud 15

About CF

CF is a leading consultancy with a purpose to **make an enduring impact on health and healthcare**. We work with leaders and frontline teams to improve health, transform healthcare, drive adoption of innovation and create value through investment.

Our mission is to **be invaluable to our clients, supporting them to innovate and make lasting improvements and to build an exceptional company that attracts, develops, and retains a trusted and uniquely talented team.**

Our consultancy serves the entire healthcare sector, from payors and providers of care, to life science companies, health tech and sector suppliers. We provide **end-to-end services**, spanning strategy to implementation, accelerated by data, digital and AI. We shape opinion through evidence-based thought leadership on the key issues affecting health. With **unmatched ability to access health data**, our consultants are a driving force for delivering positive and meaningful change.

We help systems and organisations realise transformative change, to drive improvements in quality of care and performance. We inspire clients to innovate and sustain change, through a trusted, talented, and dedicated team. Our partners lead all our work and bring decades of experience from within the NHS.

Our work with health systems includes partnering with public and private providers of all kinds of care, as well as their commissioners and regulators. We **work at every level** — national, regional, and local — **supporting health systems to improve** from a strategic, performance and organisational perspective.

We are passionate about healthcare, **improving outcomes** and **reducing health inequalities** through consultancy and the application of data and tools. CF is proud to have **won multiple awards** recognising our ability to partner with the NHS (including throughout the Covid pandemic), support the transformation of care, enable action with data and set the agenda through thought leadership.

Some of the awards we have been recognised with include:

- Gold in Healthcare and Silver in both Pharma & Life Sciences and Management categories Consultancy.ME 2025)
- Highly Commended in Change and Transformation in the Public Sector & Best Use of Thought Leadership categories - finalist across five categories (MCA 2025)
- Top UK Healthcare, Pharma and LS consultancy (consultancy.uk 2023)



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- Finalists across five categories (MCA 2023)
 - Finalists across three categories (HSJ 2023)
 - Project of the Year, Performance Improvement in the Public Sector and Strategy (MCA 2022)
 - Best Healthcare Analytics Project for the NHS (HSJ 2021)
 - Best Consultancy Partnership with the NHS (HSJ 2020)
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 - Best Healthcare Analytics Project for the NHS (HSJ 2020)
 - System and Data Integration (HSJ 2020)
 - Change and Transformation in the Public Sector (MCA 2020)
 - Best use of Strategy (MCA 2020)
 - Thought Leadership (MCA 2019)

Our data and cloud capabilities

We believe that we are uniquely positioned to support you in this work for several reasons:

- **Award winning analytics.** Our Data Innovation team have won Best Healthcare Analytics Projects and the Best Provider for Healthcare Analytics in multiple HSJ Awards.
- **Unparalleled data access.** We have access to more healthcare data in the UK than any other consulting company
- **Best in class security. We conduct regular penetration testing via trusted security experts.** Privacy is enhanced through our Amazon Virtual Private Cloud (VPC) in a logically isolated virtual network where all our services are controlled using best in class two factor authentication providers
- **We subscribe to an “infrastructure as code” philosophy** where all our software and service infrastructure is documented and controlled through auditable and shareable code allowing rapid deployment, reduced management costs and increased efficiency
- **All our software is comprehensively logged and auditable** to ensure any issues with service provision are identified, communicated, and ameliorated as quickly as possible



AI Enhanced Workflow Design / Automation

Service overview

AI Enhanced Workflow Design / Automation helps NHS organisations identify, design, and implement safe, value-driven automation of clinical and operational workflows. Moreover, the UK's principles-based regulation and unified NHS infrastructure create clear pathways for national deployment of AI-enabled workflow optimisation (National Commission on AI in Healthcare; forthcoming NHS rulebook 2026). We align automation to these frameworks to de-risk scale-up. Building on NUH-style AI strategy principles and proof-of-concept practice, the service combines strategic visioning, persona-based workflow analysis, and rapid build of targeted automation (e.g., Retrieval-Augmented Generation, policy / SOP retrieval and summarisation, administrative process assistance) within NHS governance. We draw on CF's AI governance playbook (e.g., prompt-injection and model-risk controls, DPIA triggers, SBOM lineage, penetration-testing readiness) so automation is demonstrably safe-by-design for clinical and operational use.

The service equips leaders and teams to adopt AI responsibly, improves throughput and staff experience, and provides a pragmatic roadmap for scaling automation aligned to organisational priorities. This service is intended to help you develop and deliver benefits to your organisation. CF works together with clients to understand their specific requirements to help tailor the best approach. Please contact us on contracts@carnallfarrar.com to discuss your needs further.

Who the tool is for

This service is designed for:

- Operational management and service improvement leads
- Commissioning and transformation teams
- Senior management and executive teams
- Clinical leadership and clinical safety officers
- Business Intelligence and Digital Services
- Information Governance and Cyber Security leads
- Administrative teams (e.g., outpatient, scheduling, patient access)

What the tool does

We deliver a structured, NHS-contextualised programme to design and implement AI-enabled workflow automation:

1. Strategy and discovery

- Persona-based mapping of clinical and administrative workflows to identify AI opportunities, risks and benefits
- Baseline assessment of AI maturity, governance readiness, and technical capacity



- Prioritisation of use cases using a benefit–feasibility scoring framework
- 2. Targeted automation builds (proof of concept / pilot / production)**
 - Rapid development of lightweight proof of concepts: RAG-powered policy / SOP retrieval, clinical guideline lookup, administrative assistance, signal-to-action automation, pathway support for theatres and waitlist optimisation and population-level notifications (no person identifiable data used in proof of concepts), production-grade AI-enhanced data pipelines and workflow builds in NHS SDE and FDP environments.
 - Technical documentation, architecture diagrams, and lessons learned to inform scale-up
- 3. Leadership enablement**
 - Workshops and 1:1 sessions for senior leaders covering AI governance, ethics, security-by-design, and “AI-as-a-coworker” models
- 4. Roadmap and business case**
 - Trust- and/or system-wide automation roadmap, investment case, and implementation plan, aligned with NHS standards and local constraints

Benefits

- Measurable workflow efficiency and reduction of manual effort in high-volume processes
- Improved access to policies, SOPs and clinical guidance via secure retrieval and summarisation
- Faster and safer decision support for staff; enhanced patient service through streamlined administration
- Strengthened governance and security posture via documented assurance, role-based access and risk controls
- Clear, value-based roadmap to scale successful automations across the organisation

How we set up the tool

Where AI enhanced workflows or automation touches data in NHS environments, we align proof of concepts and pilots to the organisation’s approved data flows (e.g., pseudonymised datasets). We never require patient identifiable data for proof of concepts unless explicitly approved; when required, controls follow UK GDPR and DPIA sign-off.

We typically follow a simple 3-step process:

- 1. Mobilise and assess.** Confirm objectives, stakeholders and assurance needs (cyber security, IG). Run discovery workshops and maturity assessment; map priority workflows and data sources
- 2. Design and build.** Co-design proof of concept automation in 3 or more thematic areas (e.g., SOP retrieval, medical coding, clinical guideline lookup). Implement secure hosting and isolation; produce architecture, SBOM (where applicable), and risk controls



3. **Evaluate and plan.** Demonstrate proof of concept, capture outcomes, costs and risks; produce roadmap and board-ready business case for scale-up

Onboarding and support packages

CF provides the full range of services needed to support deployment, integration and ongoing usage of our solutions. We provide a core analytical support package with the option for additional consultancy support depending on your organisation's requirements. The packages we offer are detailed below. We would be happy to discuss your specific requirements to tailor the best support we can offer. The three levels of support we offer are detailed below:

1. The core support package (core)

The core package includes analytical support for:

- Mobilisation:
 - Agree project goals with a lead organisation (to be nominated locally)
 - Issue a data request to each provider within scope
 - Ensure information governance is in place, working with local organisations to complete data privacy assessments and implement data sharing agreements
- The initial setup of the solution, which usually requires around 12 days of support from a CF AI engineer. This involves:
 - Three **“train the trainer” sessions** provided onsite
 - The **ongoing licence fee**, which covers any data hosting, processes and regular (e.g. monthly or weekly) refresh. We work with each data provider to set up any required data feeds into the solution at an agreed time interval (likely weekly or monthly), so that the data is automatically loaded into the tool on an ongoing basis)

2. The consultancy support package (optional)

We offer three different optional consultancy support packages to choose from in year 1 and beyond:

- **Bronze: Two weeks** of initial consultancy support to build an example plan from the data based on best practice; this support is led by senior leadership (Associate Partner), supported by a full-time Consultant and full-time Analyst
- **Silver: Four to six weeks** of consultancy support to understand the key drivers and align key stakeholders around strategic priorities to address; this support is led by senior leadership (Partner), supported by full-time team (Manager, Consultant, Analyst)
- **Gold:** As Silver, but with **additional quarterly reviews** over a year to agree priorities; this includes four weeks of additional support (spread over four quarters), led by senior leadership (Partner), supported by a full-time Consultant and full-time Analyst

Our consultancy support is also discounted to reflect economies of scale (e.g., through joint system workshops).



3. Further bespoke consultancy support (optional)

We can also provide additional consultancy support to deploy the solution. The scope and cost will be agreed on a bespoke basis but might include:

- Further product development (such as including other data sources or metrics)
- Support to build an integrated dataset with data warehouse
- Integrate the workflow into an application or platform
- Support to develop information governance solutions
- Support to understand existing plans and facilitate agreement to a plan across different providers and commissioners
- Facilitate workshops with clinicians and other colleagues
- Organisational development to support local organisations to deliver the plans

Bespoke options available (e.g., extending data sources, integrating with EPR, additional assurance or organisational development).

Security and Information Governance

As part of our support, CF will go through a robust information governance process which includes:

- Security-by-design for generative AI (GenAI) and automation: controls for prompt injection, model inversion, membership inference, poisoning and evasion
- Hosting clarity: location, isolation of sensitive data, role-based access controls, logging and assurance checkpoints
- SBOM provided for pre-built components and third-party dependencies; vulnerability monitoring and mitigation
- Engagement with Cyber Security and IG prior to any demonstration; DPIA triggered where required
- No use of patient identifiable data in proof of concepts unless explicitly approved; data processing governed by contract and UK GDPR with clear retention and deletion
- Penetration testing, data flow mapping, audit trails and access control implemented where relevant

