

max20 G-Cloud 15 Service Definition

About us

max20 Project Solutions is a Transformation Partner dedicated to the NHS (NHS Trusts, Regional ICB's, NHS Regional and National Bodies, NHS providers, Ambulance Trusts and Social Care).

Established in 2001, max20 is a leading provider of healthcare project solutions with an impressive portfolio of NHS customers covering a comprehensive range of services.

Created by passionate industry experts and driven by their strong commitment to improving the UK's healthcare systems, max20 thrive by putting people at the heart of change.

max20 enables the NHS to take advantage of the opportunities offered by digital technologies, mobilising either large, diverse, non-medical consulting teams or specialised subject matter experts. We deliver projects to improve healthcare outcomes across both acute and community settings. We are widely regarded as the go-to project delivery provider for NHS Trusts in the north of England and are now helping many more Trusts across the UK.

In our many years of operating, max20 has recorded a significant, verifiable project delivery success rate and is a leader of supplying IT and Digital services to the NHS in England via the CCS G-Cloud framework.

Our Associates/Consultants

max20 Project Solutions delivers projects utilising a network of proven and trusted skilled professionals, many of whom have worked with us on multiple projects over many years. All associates old and new undergo a rigorous on-boarding compliance process with regular monitoring that covers the following;

- Initial meeting covering skills and abilities
- Reference checks covering 3 years
- Proof of right to work in the UK
- Medical/health screening
- Training modules
- Limited company and insurance checks
- ID verifications

When on assignment – all have regular contact and support from max20 staff and Directors.

Our services

We offer the following services that fall broadly into the six pillars below;



- ACC Clinical Coding Service for the NHS, Social Care and Wider Healthcare Market
- Application Packaging Service for the NHS, Social Care and Wider Healthcare Market
- Benefits Realisation/Health Economists for the NHS, Social Care and wider Healthcare Market
- Benefits Training Service for the NHS, Social Care and Wider Healthcare Market
- Business Architecture Service for the NHS, Social Care and Wider Healthcare Community
- Business Intelligence (BI) Service for the NHS, Social Care and Wider Healthcare Market
- Change Management & Cloud Solutions Consultancy for NHS, Social Care and wider Healthcare Market
- Clinical & Non-Clinical Change Management & Transformation for the NHS
- Cloud Solutions Consultancy for NHS, Social Care and wider Healthcare Market
- Cyber Remediation and Information Security Service for the NHS and Healthcare Market
- Cyber Security Audit & Assurance Service for the NHS, Social Care and Wider Healthcare Market
- Cyber Security Service for the NHS and Wider Healthcare market
- Data Quality Service for the NHS, Social Care and Wider Healthcare Market
- Digital Leadership & Cloud Advisory CIO Service for the NHS and wider Public Sector
- Electronic Patient Record (EPR/HER/HIS) Service for NHS, Social Care & Wider Healthcare
- EPR Strategic Reporting for the NHS and wider Public Sector
- Hardware Refresh & Life cycling Service for the NHS, Social Care and Wider Healthcare Market
- Healthcare Analytical Services for the NHS and wider Public Sector
- Helpdesk Management & Support Services for the NHS, Social Care and Wider Healthcare Market
- Human-Centred Design (HCD), UX, & Ergonomics Support for the NHS & Social Care
- Information Assurance (IA) services for the NHS and Wider Healthcare market
- Information Assurance Service for the NHS, Social Care and Wider Healthcare Market
- Information Governance and Cyber Security Assessment Service for the NHS and Wider Healthcare Market
- Interoperability and Integration Service for the NHS and Wider Healthcare market
- IT & Information Governance, Risk & Compliance (GRC) Service for the NHS and Healthcare Market
- Laboratory Information Management Systems (LIMS) Service for NHS, Social Care & Wider Healthcare
- Network Engineering Service for the NHS, Social Care and Wider Healthcare Market
- NHS and Healthcare Systems and Services Procurement
- NHS Test and Cutover Consultancy Service for NHS, Social Care & wider Healthcare Market
- PMO (Programme Management Office) for the NHS, Social Care and wider Healthcare Market
- Referral to Treatment (RTT) Validation Service for the NHS, Social Care and Wider Healthcare Market
- RIS & PACS Implementation Service for the NHS and wider Healthcare Market
- Software Development Service for the NHS, Social Care and Wider Healthcare market
- Telephony Service for the NHS, Social Care and Wider Healthcare Market
- Training Service for the NHS, Social Care and wider Healthcare Market
- User Experience / Research Design (UX / UCD) for the NHS, Social Care and wider Healthcare Market
- Web Application Design for the NHS, Social Care and Wider Healthcare market
- Web Application Development for the NHS, Social Care and Wider Healthcare market
- Windows OS & Mobile OS Upgrade Service for NHS, Social Care & Wider Healthcare

How do we deliver these services

max20 operates an outcome-based delivery model that ensures monitored, measurable and achievable success.

We will undertake the following;

- Clearly scoped and defined deliverables covering both the Trust and the team
- Documented PID
- Governance
 - Comprehensive project reporting at agreed timescales
 - Schedule of Project meetings
 - max20 to Trust stakeholder and SRO meetings
- Regular contact and in person meetings between max20 Directors and delivery team
- Knowledge transfer and training of Trust staff where needed
- Handover of all project artefacts and documentation
- Comprehensive closure report

Above and Beyond

max20 is proud of its association with the NHS and the projects that we have successfully delivered to many NHS Trusts across England. We do however aim to go further in these partnerships and in 2025 established an initiative called “Charity Champions”.

Our new initiative is designed to support NHS-related charities through the incredible fundraising efforts of our team and NHS Trust teams.

Charity Champions is our commitment to back people when they go above and beyond for a cause. Whether it's running marathons, taking on endurance challenges, or hosting fundraising events, we'll support a selected team each month with a £500 donation to their chosen NHS charity.

The NHS is at the heart of what we do. Many of our team members have personal connections to NHS charities and take on fundraising efforts to give back. Charity Champions is our way of formally recognising and supporting that passion – and amplifying the impact we can make together.



Social Values

Fighting climate change
Covid-19 recovery
Tackling economic inequality
Equal opportunity
Wellbeing

Fighting climate change

At max20, we are committed to operating sustainably, to reduce our carbon footprint and to minimise our impact on the environment. Our goal is to achieve Net Zero by 2050. The whole company is working together on our Carbon Reduction Plan, to enable us to become a more sustainable company.

The following environmental management measures and projects have been completed or implemented since our Carbon Reduction Plan 2023 baseline.

- Installed motion sensors, so lights are off when rooms are not in use.
- Signed up to an energy efficiency initiative with our electricity supplier.
- Where possible we aim to minimise our business travel by having meetings via Microsoft Teams or Zoom. Where we need to travel for business, this will be by public transport wherever possible. No air travel is permitted on UK travel.
- Prior to 2023, we had LED lighting installed throughout our offices.

In the future we hope to implement further measures such as:

- Establish a company-wide sustainability initiative, to encourage all team members to identify and implement ways to reduce our carbon emissions.
- Promoting salary sacrifice scheme for electric cars and cycle to work scheme.
- Adopting a reduce waste campaign in the office, including switching off computers and printers at the end of the day, putting printers in sleep mode when not in use and when boiling the kettle using just enough water needed.
- Encouraging our landlord to improve energy efficiency in our office building.
- When office equipment needs replacing opting for more energy efficient alternatives, eg computers, monitors, printers, desk fans and heaters.
- Ensuring all branded materials are made from low carbon materials.
- Reducing use of paper in the office by printing double-sided and going paperless wherever possible.
- Environmental awareness training for all staff.
- Investigate opportunities for carbon offsetting.

Covid-19 recovery

We support organisations and businesses to manage and recover from the impacts of Covid-19, including where new ways of working are needed to deliver services. Our business continuity plan is regularly reviewed and updated to ensure we learn from events such as Covid-19 and are as well prepared as possible to deal with major events in the future.

We support the NHS with the delivery of its digital transformation programme and have been involved in improving workplace conditions across the NHS that support the Covid-19 recovery effort.

max20 is proud to have provided project teams to support the Covid-19 vaccination programme in the North West.

Tackling economic inequality

Through our business model of providing projects solutions via teams of associates, max20 Project Solutions is experienced in creating employment opportunities for those who face barriers to employment and/or who are in deprived areas.

We have also been involved in creating employment and training opportunities, particularly for people in healthcare sectors with known skills shortages. Additionally supporting educational attainment relevant to the service, including training schemes that address skills gaps and result in recognised qualifications.

max20 is an active supporter of the next generation of digital experts for the NHS, which we do through the max20 Mentorship Programme by funding the placement of students in on-site work experience.

Equal opportunity

We are committed to

- Encourage equality, diversity and inclusion in the workplace
- Creating a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.
- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Make decisions concerning staff being based on merit.
- Review employment practices and procedures when necessary to ensure fairness and update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion.

We assess how our policy works in practice, reviewing annually, and considering and taking action to address any issues.

Wellbeing

At max20, we are guided by the following general principles in our approach to the wellbeing of our colleagues:

- We will give non-judgmental and proactive support to individuals who experience mental health problems.
- We will give all employees information on, and increase their awareness of, wellbeing through access to training.
- We will set realistic targets so that the team does not work unreasonable hours.
- We will comply with our legal duties to consider reasonable adjustments in the workplace.
- We will treat all matters relating to individuals and their health problems in the strictest confidence in accordance with our Data Protection Policy

We aim to provide a healthy and balanced workplace which supports each of these aspects of wellbeing: mental, emotional, physical and social.