



**G-Cloud 15 service description:
Clinical or service pathway redesign for new
technology deployment**

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We work with NHS organisations and Local Authorities to help them redesign clinical pathways or other citizen-facing services to enable them to drive best value and effectiveness out of implementing and adopting new cloud-based data and AI platforms or EPR systems.

Planning

The service is delivered alongside the wider implementation of AI, data, case management or EPR systems within an organisation. It provides a comprehensive planning approach to ensure that the organisation is able to achieve the benefits of the cloud-based technology within its operational delivery by understanding and implementing the appropriate changes to how it delivers its services. This follows a structured planning approach, which progresses through discovery, options analysis to identify potential use cases for deployment of the new technology, understanding of user needs and current ways of working, quantifying the potential cost benefits of redesigning the service and implementation of the technology, to inform a wider investment case. The implementation is then planned through a structured programme of training, coaching, and facilitation to redesign the pathway or service, while adapting and responding to the unique context and user needs.

Service features

- Intensive discovery and options analysis to quantify potential use cases
- Understanding needs, behaviours, pain points and pathway redesign opportunities
- Cost-benefit analysis to inform business case for redesigned service
- Co-designed blueprint of fully redesigned pathway or service
- Client team set up around new pathway or service
- Support adoption through changed behaviours and ways of working
- New pathway or service implemented across the organisation
- Team coached through implementation of new pathway or service
- Roadmap for future opportunities deploying the AI or data technology

Service benefits

- Understanding benefits of new technology and implications for the pathway
- Identifying impactful deployments of new products/technology

- Redesigning the pathway or service to achieve maximum value
- Equipping teams to support implementation and configuration of new technology
- Ensuring lasting service and product ownership within the organisation
- Achieving realisable benefits from new AI and data platforms
- Roadmap of future options to achieve further benefits

Training

Public Digital works with senior leaders and operational and digital teams, both on a one-to-one and group basis, offering coaching, training and advice. This includes guidance on how to effectively use cloud-hosted systems, manage change, and create an integrated digital environment.

Our flexible training offer helps organisations introduce digital ways of working through co-developed, bespoke training plans. Training delivery formats include modular programmes, immersive digital ‘masterclasses’, and one-to-one coaching/mentoring for digital leaders.

We build engagement through educational activities that apply the real-world experience of our consultants, prioritising activities that support digital sustainability, e.g. train-the-trainer; providing training toolkits and resources; and building communities of practice to encourage in-house knowledge exchange.

We support organisations to break down silos and encourage multidisciplinary working, adopting a more unified and integrated approach to digital delivery. This encourages teams to share resources, ideas, and best practices, allowing for more efficient and collaborative solutions, while facilitating agile, user-led and open working practices.

This service involves equipping and upskilling service delivery teams (e.g. clinicians, managers) to understand how services and technology need to be aligned to achieve benefits, and to redesign their pathways to achieve the benefits of enhanced AI, data or case management systems.

Thank you
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