

Digital Transformation & Support for Hosted Digital Health Systems

Service Definition: G-Cloud 15 – Lot 3

1. Introduction

NHS organisations increasingly deliver clinical and operational services through hosted and Software-as-a-Service (SaaS) digital health platforms, including Electronic Patient Records (EPRs), shared care records, interoperability platforms, analytics solutions and associated digital tools. These platforms are typically vendor-managed, with defined configuration models, release cycles, security controls and data architectures.

This service provides cloud-enabled digital transformation and support services to help NHS organisations adopt, stabilise, optimise and govern digital health services delivered through hosted platforms. It supports organisations to realise the benefits of modern digital health systems while managing the operational, data, reporting, assurance, and change impacts that accompany them.

Services are delivered as defined, outcome-based pieces of work aligned to statements of work and buyer requirements under G-Cloud 15 Lot 3.

2. Service Overview

The service supports NHS organisations operating hosted digital health platforms, as well as those transitioning from on-premise or legacy solutions to hosted or SaaS models. This includes support for:

- Acute, community and mental health trusts.
- Integrated Care Boards (ICBs) and system partners.
- Integrated and place-based care settings.

Typical platforms include Electronic Patient Record (EPR) systems such as Epic, Oracle Health (Cerner Millennium), System C (CareFlow EPR), TPP SystmOne, Dedalus, and comparable platforms, alongside interoperability and integration solutions, shared care records, reporting and analytics platforms, and associated clinical and operational digital tools.

The service focuses on the delivery, improvement and governance of digital health services operating on hosted platforms, helping organisations maximise their investment in core systems while supporting clinical assurance, operational oversight and regulatory readiness.

All services are delivered as defined, time-bound pieces of work under an agreed Statement of Work.

This service does not include ongoing system administration, managed service provision, BAU helpdesk activity, operational delivery or delegated clinical or statutory decision-making. The NHS organisation retains full ownership and responsibility for its systems, data and live service operations at all times.

All Futures personnel follow secure onboarding and offboarding processes and operate under role-based access controls. Where required, Futures may process personal or sensitive data strictly on behalf of the NHS organisation, with access minimised, time-limited and granted only where explicitly authorised. Futures does not host or independently store customer data; all data access and processing is undertaken within the NHS organisation's secure environments, systems and governance arrangements.

Delivery aligns with cloud shared responsibility principles, recognising the respective roles of platform vendors, the NHS organisation and Futures. Futures provides advisory, delivery and enablement support only and does not take responsibility for operating, hosting or administering customer cloud platforms.

3. Health Checks & Discovery

Purpose:

To establish a clear, evidence-based understanding of how existing digital health systems and services support clinical and operational delivery, and to identify priorities for improvement.

Activities:

- Review of current EPR and digital health system configuration and usage.
- Assessment of clinical workflows, data quality and reporting.
- Review of integrations and information flows across systems.
- Discovery sessions with clinical, operational and technical stakeholders.
- Identification of risks, constraints and improvement opportunities.

Outcomes:

- Shared understanding of current strengths and limitations.
- Clear definition of improvement priorities.
- Evidence-based inputs to inform options and delivery planning.

4. Options Analysis, Business Case & Procurement Support

Purpose:

To support informed decision-making and secure approval for change through proportionate analysis, business case development and procurement support.

Activities:

- Options appraisal and impact assessment (for example, optimise, reconfigure or implement).
- Service, workflow and data design options.
- Benefits identification and value assessment.
- Risk, dependency and affordability analysis.
- Support to framework call-off and procurement approaches.
- Mobilisation and readiness planning.

Outcomes:

- Clear, evidence-based options.
- Decision-ready business case material (scaled to need).
- Agreed delivery and mobilisation approach.

5. Implementation & Delivery Support

Purpose:

To support the effective implementation, improvement or optimisation of digital health systems and services through clearly defined delivery workstreams.

Typical Delivery Workstreams:

Implementations and major service changes typically require a combination of the following specialist workstreams. Support can be provided for all, or a selected subset, depending on in-house capacity and maturity:

- **Programme and Project Management** – planning, governance, dependency management and reporting.
- **Clinical and Operational Change Management** – stakeholder engagement, communications and adoption support.
- **Business Analysis and Workflow Design** – requirements definition and translation into system configuration.
- **Configuration Leadership** – design, governance and assurance of EPR and system configuration.
- **Data Migration and Data Quality** – migration strategy, data preparation, testing and cutover support.
- **Testing & Assurance** – test strategy, coordination of UAT and quality assurance.
- **Reporting & Analytics** – clinical, operational and performance reporting design and delivery.
- **Training & Enablement** – training needs analysis, training delivery and user support.

Outcomes:

- Controlled delivery aligned to organisational capacity.
- Reduced delivery and data risk.
- Digital health systems configured and adopted to support clinical and operational delivery.

All configuration, data and workflow activity undertaken by Futures is time-bound, project-specific and delivered in accordance with an agreed Statement of Work and the NHS organisation's governance arrangements. Futures does not provide ongoing system administration, managed service provision or operational ownership of customer systems.

6. Digital Enablement & System-Adjacent Innovation

Purpose:

This element of the service provides digital enablement support that complements and extends core system-related activity and can be delivered either as part of wider EPR or system implementation work, or as a standalone, defined piece of support.

It supports NHS organisations in developing digital capability that enhances the value of core digital health systems, including EPRs, data platforms and reporting solutions.

Scope of support:

Digital enablement activity may include support across one or more of the following areas, where directly linked to digital health systems and services:

- Digital strategy and road-mapping aligned to clinical and operational priorities.
- Portals and digital front doors supporting patients, clinicians and partners.
- Data, insight and reporting enablement to support quality, performance and regulatory assurance.
- Automation and productivity tooling to reduce manual effort and improve consistency.
- AI-enabled productivity and insight (for example, summarisation, transcription and drafting), implemented with appropriate governance and controls.
- Use of existing cloud platform capabilities to build sustainable internal capability.

Approach:

Any use of AI or automation is implemented in line with the NHS organisation's governance, proportionality and oversight arrangements, and is designed to support, rather than replace, clinical judgement, statutory decision-making or operational responsibilities.

7. Transition to BAU & Operational Readiness

Purpose:

To ensure digital health services are stable, supported and ready for sustainable business-as-usual operation.

Activities:

- Operational readiness and go-live support.
- Support model and escalation design.
- Handover to internal teams.
- Performance and service monitoring setup.

Outcomes:

- Stable BAU operation.
- Clear ownership and governance.
- Reduced reliance on external support.

Support focuses on readiness for the defined transition period. Responsibility for business-as-usual operations and live service management remains with the NHS organisation and its system suppliers. This service does not provide ongoing operational support.

8. Post Go-Live Support & Optimisation

Purpose:

To support continuous improvement once digital health services are live.

Activities:

- Configuration and workflow optimisation.
- Performance and reporting refinement.
- Assurance and improvement support.

Outcomes:

- Improved system performance and usability.
- Better alignment between systems and clinical needs.

Post go-live support is limited to short, defined pieces of optimisation or assurance work delivered under an agreed Statement of Work. It does not constitute a retained, ongoing or continuous support service.

9. Knowledge Transfer & Handover

Purpose:

To embed digital capability within NHS organisations.

Activities:

- Structured knowledge transfer and documentation.
- Coaching and mentoring.
- Support to internal capability development.

Outcomes:

- Sustainable in-house capability.
- Clear documentation and artefacts.
- Reduced long-term dependency on external support.

10. Delivery Approach & Governance

Services are delivered through defined statements of work aligned to buyer requirements. Delivery is supported by clear governance, reporting and assurance arrangements proportionate to the size and complexity of each engagement.

Support can be provided across individual workstreams or end-to-end, depending on existing in-house capability and organisational need.

11. Social Value

Social value is delivered through the way services are designed and delivered, including:

- Upskilling NHS staff to operate and improve digital health systems.
- Knowledge transfer and capability building.
- Supporting sustainable digital operating models.
- Improving data quality and insight to support better patient outcomes.

12. Ordering & Engagement

Services are available via G-Cloud 15 Lot 3 call-off. Engagements are defined through agreed statements of work setting out scope, deliverables, timescales and outcomes.

13. Summary

This service supports NHS organisations to adopt, stabilise, improve and govern hosted digital health systems, including EPRs and associated digital capability. It focuses on cloud-enabled transformation, optimisation and enablement to support safe, effective and sustainable health service delivery.