



Service Definition



'Hunter Healthcare played a pivotal role in developing our Integrated Performance Report (IPR). This comprehensive Power BI solution brings together key performance metrics into a single, accessible dashboard, supporting our Trust's strategic decision-making and operational oversight. The IPR has been fully adopted by our Board and executive teams, who use it routinely to monitor performance, drive informed discussions, and support forward planning. Feedback from Board members has been overwhelmingly positive and they have expressed high levels of satisfaction with both the functionality and the clarity of insights provided. Their team has demonstrated exceptional technical expertise and a deep understanding of our organisational needs. Their collaborative approach and commitment to quality delivery have resulted in a solution that has become central to how we manage and review performance across the Trust'.

**CHIEF DATA AND ANALYTICS OFFICER
UNIVERSITY HOSPITALS OF DERBY AND BURTON NHS
FOUNDATION TRUST**

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1. Service Overview

The NHS Data Modelling, Reporting and Analytics Service is a Software as a Service (SaaS) offering designed to support NHS organisations in transforming integrated datasets into trusted analytical models, operational reports, and actionable insights.

The service focuses on developing structured analytical layers, semantic models, dashboards, and reporting solutions within NHS approved environments. It enables consistent performance management, operational oversight, and strategic decision making across acute, community, and mental health services.

The service is commonly used to support NHS priorities such as RTT reporting, Integrated Performance Reports (IPR), urgent care flow modelling, and system wide operational dashboards.

It operates on top of existing NHS data platforms or warehouses and can be delivered as a standalone analytics layer or as an extension to existing reporting environments.

2. Service Features

- Analytical data modelling framework
- RTT performance modelling and reporting structures
- Integrated Performance Report Redevelopment and modelling layers
- Urgent care demand and flow modelling
- ICB, Acute, community, mental health analytics models
- SQL based reporting and modelling structures
- Automated dashboards from analytical models
- Role based analytics access controls
- Open format model outputs
- Metadata documentation for analytical models

3. Service Benefits

- ICB, Acute, community, mental health performance insight
- Consistent modelling across healthcare systems
- Faster RTT and pathway reporting
- Improved Integrated Performance Report accuracy and insight
- Better urgent care modelling visibility



- Reduced manual analytics workloads
- Trusted models for operational decisions
- Improved system wide governance
- Scalable analytics across healthcare systems
- Sustainable modelling and analytics capability

4. Service Delivery and Support

Onboarding follows a structured process including:

- Service initiation and reporting scope confirmation
- Requirements gathering focused on priority NHS reporting needs
- Analytical model and semantic layer development
- RTT, IPR and urgent care reporting build
- User testing, validation and stakeholder review
- Training and knowledge transfer

User support is provided via email and ticket based channels during UK business hours, with escalation routes for critical reporting issues.

Buyers are supported by a named technical lead providing coordination, escalation management and continuity across delivery.

Onsite engagement such as reporting design workshops and stakeholder sessions is included where appropriate.

5. Security and Compliance

The service aligns with:

- NHS Information Governance Compliance
- ISO/IEC 27001 Principles
- WCAG 2.2 AA Accessibility Standards
- Government Cloud Security Principles
- NCSC Guidance

Data is encrypted in transit using TLS 1.2 or above and encrypted at rest within NHS approved environments.



Penetration testing is conducted at least annually by accredited third party suppliers.

6. Data Management

The service operates on NHS data held within NHS approved environments.

Open formats supported for analytical outputs include CSV and other agreed open structured formats.

Data sanitisation processes include cryptographic erasure and secure overwrite before storage reallocation.

Access is governed through authenticated accounts and role based permissions.

7. Resilience and Availability

The service is delivered within resilient NHS approved hosting environments providing redundancy, backup and recovery.

Availability targets are agreed at call off based on reporting criticality and service scope.

Planned maintenance is communicated in advance.

8. Exit and Data Extraction

At contract end, buyers are supported through a structured exit process including:

- Export of analytical models, datasets and reporting outputs in agreed open formats
- Validation of exported information
- Documentation handover and knowledge transfer sessions

Remaining service data is securely sanitised in line with NHS requirements

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9. Social Value

Hunter Healthcare is committed to delivering positive social, economic, and environmental outcomes alongside service delivery.

This includes supporting job creation and workforce retention, paying above minimum wage, and providing career development opportunities such as mentoring, CV support, training, and progression into high growth skills areas.

Employee wellbeing is actively promoted through initiatives supporting physical health, mental wellbeing, financial literacy, and inclusive working environments, alongside strong policies to prevent bullying, harassment, and exploitation.

Hunter Healthcare operates inclusive recruitment and development practices, promotes equality of opportunity, and supports underrepresented groups including disabled people and those facing barriers to employment.

Environmental sustainability is embedded within service delivery, with actions to reduce carbon impact, promote clean energy use, and raise environmental awareness.

Hunter Healthcare also actively supports NHS workforce resilience by helping employees affected by organisational change transition into new roles within the NHS and wider healthcare sector.

10. Governance

Security governance is overseen by a named board level individual.

Operational governance includes:

- Configuration and change management
- Incident management
- Vulnerability management
- Protective monitoring

All processes align with NHS operational security expectations.



11. Contact Details

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'Hunter Healthcare were commissioned to support the development of a workforce analytics database, with the aim of creating a unified view across a number of disparate workforce datasets.'

'The resulting solution has significantly enhanced our ability to analyse workforce trends, support strategic workforce decisions, and monitor staffing across different service areas with much greater clarity and timeliness.'

'It has laid the groundwork for further analytical development and allowed internal teams to access high-quality, trusted data with confidence. Their collaborative approach, technical capability, and deep understanding of NHS workforce challenges were instrumental in the success of this project. We would highly recommend them to any NHS organisation looking to improve their data infrastructure and unlock actionable insight from complex data.'

ASSISTANT DIRECTOR OF BUSINESS INFORMATION

**SOUTH COAST AMBULANCE SERVICE NHS
FOUNDATION TRUST**

The epicentre of healthcare

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