



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 Integration and Analytics Service is a Software as a Service (SaaS) offering designed to support NHS organisations in securely integrating, managing, and analysing data from multiple clinical, operational, and corporate systems.

The service delivers an end to end data platform capability, enabling automated data ingestion, transformation, quality management, and structured data warehousing within NHS approved environments.

It provides analytics ready datasets to support operational reporting, performance management, and strategic insight using existing NHS reporting and business intelligence tools.

The service is cloud agnostic and can be delivered as a standalone capability or as an extension to existing NHS data platforms.

2. Service Features

- ICB, Acute, community, and mental health data integration pipelines
- NHS compliant cloud data warehouse architecture
- Automated ETL ingestion from clinical and operational systems
- SQL based analytical data models
- Built in data quality validation and cleansing
- Secure role based access controls
- API enabled system integrations
- Open format data import and export
- Metadata documentation for NHS datasets
- Scalable analytics ready data platform

3. Service Benefits

- ICB, acute, community, and mental health system wide insight
- Consistent reporting across acute, community, mental health services
- Improved patient pathway visibility across care settings
- Faster whole system operational performance reporting



- Trusted datasets linking acute, community, mental health activity
- Reduced manual reporting across healthcare services
- Better data governance across healthcare systems
- Scalable analytics supporting system wide transformation
- Improved population health insights across care sectors
- Clear visibility across ICB and provider organisations

4. Service Delivery and Support

Onboarding follows a structured process including:

- Service initiation and scope confirmation
- Data source onboarding and access setup
- Environment validation
- Data pipeline development and modelling
- User training and familiarisation

User support is provided via email and ticket based channels during UK business hours, with agreed out of hours support for critical incidents.

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

Onsite engagement such as workshops and training sessions is included where appropriate as part of the overall service approach.

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.

6. Data Management

All data is stored and processed within NHS controlled UK environments.

Open formats supported for data import and export include CSV and other agreed open structured formats.

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

7. Resilience and Availability

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

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

Planned maintenance is communicated in advance.

8. Exit and Data Extraction

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

- Planned data extraction in agreed open formats
- Validation of extracted datasets
- Knowledge transfer and documentation handover

Remaining service data is securely sanitised in line with NHS requirements.



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.'

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The epicentre of healthcare

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