

Service Definition

Digital Clinical Safety &
Assurance (DCB0129 /
DCB0160) (CSO-Led Service
by Practising Clinicians)

Service Overview

A focused advisory and assurance service helping organisations **design, embed and sustain digital clinical safety**, aligned to national standards and real-world clinical practice.

Why organisations use it

- Increasing reliance on digital systems, AI and automation in care delivery
- Statutory requirement to comply with DCB0160 / DCB0129 standards
- Limited internal capacity or experience to operate a mature clinical safety function
- Fragmented or inconsistent clinical safety documentation and governance
- Need for confidence ahead of major digital change or regulatory scrutiny

What it delivers

- Clear view of current clinical safety maturity and risks
- Practical, proportionate recommendations grounded in frontline reality
- A credible, Board-ready roadmap for compliance and improvement

Key Focus Areas

- Digital Clinical Safety operating model and governance
- Clinical Safety Officer (CSO) roles, capacity and capability
- Clinical Risk Management System (CRMS) design
- Safety case, hazard log and assurance artefacts
- AI and emerging technology clinical safety readiness

Core Outputs

- Evidence-based assessment of clinical safety maturity
- Identified gaps in capability, governance and assurance
- Prioritised, actionable improvement plan
- Board-ready recommendations and roadmap
- Reusable templates and artefacts to support sustainability

How it feels to work with us

- Clinically led and safety-first
- Pragmatic, proportionate and low-burden
- Collaborative and capability-building
- Designed to strengthen internal ownership, not create dependency

Who It's For & When to Use It

Who is this service for

- NHS trusts and foundation trusts
- Integrated Care Boards and systems
- Community, mental health and specialist providers
- Digital, clinical, informatics and transformation leaders
- Boards and executives accountable for digital safety assurance

When this service is most valuable

- Preparing for new digital system deployments or major upgrades
- Introducing AI, automation or decision-support technologies
- Responding to audit, CQC inspection or assurance concerns
- Establishing or resetting a clinical safety function
- Scaling digital transformation safely and sustainably

What success looks like

- Clear, proportionate clinical safety governance in place
- Defined and supported Clinical Safety Officer roles
- Consistent, audit-ready safety documentation
- Improved confidence in digital and AI-enabled care delivery
- A roadmap owned and understood by leaders

A practical starting point for safe digital care

This service provides a clear, independent view of how safe your digital landscape is today, and what needs to change to ensure patients, clinicians and organisations are protected as technology evolves.

Who We Are



A world where organisations
are not left behind in their
desire to progress

Offering end to end bespoke delivery from first contract to final delivery, KCL Digital combines **proven leading edge thinking, design and digital approaches with decades of experience** from the frontline of healthcare and the public sector.

From discrete, tailored work to large national programmes, KCL Digital puts our client's interests first, always with a driven focus on **putting people at the centre** of what we do. Our approach means that we can confidently deliver what we commit to, with close monitoring in a **structured, adaptable, pragmatic, and seamless** way.

What We Do

OUR OUTLINE CONSULTANCY & PROFESSIONAL SERVICES OFFERS



Better EPR/ERP/Core System
Journeys (Implementation &
Optimisation)



Developing Digital Leadership
& Change Improvement



Bringing Strategy
to Life



Effective Disruptive Tech
Evaluation & Market Intelligence



Unlocking Working
Differently

OUR CORE CAPABILITIES



Value and Digital
Strategy



Leadership & Cultural
Change Advisory



Design



Deployment &
Delivery Services



HealthTech &
MedTech Advisory



Maturity Assessment &
Planning (Digital & Change)



Funding & Governance
Advisory



Talent Development &
Management



EPR/ERP/System
Features and
Configurations



User Research &
Business Analysis



Capability
Architectures

Our Outline Offers



Better EPR/ERP/Specialist/Core System Journeys (Implementation & Optimisation)

From the moment you start on your journey the challenge to making sustainable improvement to really achieve your vision begins. Using practical, real-world experience and proven approaches we can accelerate the achievement of the outcomes you are after through a rounded support model tailored for your organisation and context.



Developing Digital Leadership & Change Improvement

Digital is more about people than technology. We focus on understanding your context as we then build on user-centred design and sustainable behavioural change approaches exploring creating the environment for your people to thrive. Our services cover capability and multidisciplinary team development, governance and structure reviews, and culture reviews and leadership development.



Bringing Strategy to Life

Helping clients reimagine their organisation, market and ecosystem for the digital age, through practical holistic approaches to make plans achievable in the context of your organisation, leading the transformation, to deliver the best impact and outcomes.



Effective Disruptive Tech Evaluation & Market Intelligence

Ever wonder whether the buzz of AI and clinical technologies could work in your context? Conversely are you a manufacturer that is looking to enter or find sustainable growth in a complex public sector and health markets? Our services explore clinical operational needs and align technologies and assessment of the market for both providers and manufacturers.



Unlocking Working Differently

Covid catalysed a generation to think differently about work, but this was part of a longer-term trend. We can help you use the right technologies through understanding your workforce and the way they work and could work. Our personal driven approaches enable a more sustainable look at the choice, cost and effectiveness of technology use aligned to productivity increase and value/cost optimisation.

Why KCL Digital?

KCL Digital is well placed to support you with your digital journey as we bring the experience of working across health and social care, local and regional government, and the third sector all together with a depth of leading expertise and collaborative approaches to support sustainable continuous improvement.

A ROBUST AND RESILIENT SERVICE

- From discrete, tailored work to large national programmes KCL Digital puts our client's interests first always with a driven focus on **putting people at the centre** of what we do. We aim in all we do to enable a sustainable continually improving future and this is reflected in our offer.

EXCEPTIONAL ACCOUNT MANAGEMENT

- Our approach means that we can confidently deliver what we commit to, with close monitoring in a **structured, adaptable, pragmatic, and seamless** way offering exceptional collaboration as standard.

COLLABORATION TO MAXIMISE BENEFITS

- We operate in partnership through **co-creation and creative** means enabling wide views and points of view to be reflected in our work. This leads to **profound understanding of needs** and solutions and outcomes that **maximise benefits**.

FINANCIALLY VIABLE SOLUTION

- We believe the KCL Digital Team and experience are a compelling proposition. We offer industry prominent resource at a reasonable cost. Their **level of insight, frontline experience and understanding** is leading edge and represent **excellent value for money**.

Our People

KCL Digital is its people: We take the team thing seriously, pulling diverse minds together in our distinctive [spirit of helping people thrive](#). We value the principles of ‘working in the open’; sharing of ideas, insights, challenges, best practices, and emerging trends as [core to our delivery](#).

Whether on-site with clients, remotely or in our studio in Richmond, our approach to [matching the best talent as standard](#) delivers the kind of insightful problem solving that offers more than just delivery.

Our Core Industries & Focus

NHS Providers

From Primary to specialist care, technology and data has often become a burden, our teams can explore a way of doing things differently to unlock the true potential of the digital era for health.

Local & Regional Government

Government leaders face an ever-evolving landscape of increased expectations and productivity challenges. Our experienced team can help imagine and explore a path to realising your vision.

Voluntary, Charities and Social Enterprise

VCSE leaders face a daunting number of challenges, potential threats but also opportunities. Our experienced team will help you envisage and construct a pathway to success.

Social Care Providers

Digital can dramatically improve the quality and safety of care. Our teams can explore, from both a care and health system view, the opportunities and the actions to energise your plans.

Integrated Health Systems

Sizable shifts abound across Health and Care. Our multi-disciplinary approach helps systems stay in the know and ahead of the curve.

With our real-world specialist, specific knowledge and experience, we can tailor our offer to your needs driven by making a difference.

HealthTech & MedTech

Today, in health and care, emerging technology and science stands as one of the greatest opportunities. Our wide array of capabilities and experience help innovative companies tackle the challenges of thriving in a complex market and regulatory setup.

Private and Retail Health and Care

Finding a way to engage, improve experience and stay in touch with customers and patients is a major business issue. Our adaptable approaches, putting people at the centre, unlock ways to get these users clicking, talking and connected.

A flexible offer tailored for your need

**BUILD A
COLLABORATIVE
PARTNERSHIP WITH YOU**

**UNDERSTAND THE
REQUIREMENT &
SUCCESS CRITERIA**

**DETERMINE WHAT
SPECIALIST SERVICES
ARE REQUIRED**

**FACILITATE OPEN
DISCUSSIONS TO
ENSURE ALL VOICES ARE
HEARD AND INCLUDED**

**MANAGE & ASSUME
RESPONSIBILITY TO
PROVISION RELEVANT
SERVICES**

**BE INCLUSIVE, SHADOW
ALONGSIDE EXISTING
WORK FORCE WHERE
POSSIBLE TO PROVIDE
SILENT MENTORING
AND UPSKILLING**

**BRING IMPROVEMENTS
TO GOVERNANCE,
PROCESS, STRUCTURE,
DOCUMENTATION**

**ENABLE INDIVIDUALS &
TEAMS TO DEVELOP BY
WORKING ALONGSIDE
THEM IN ALL WE DO**

**BRING NEW WAYS OF
WORKING THAT MAY
NOT HAVE BEEN
CONSIDERED BEFORE**

**OFFER ADVICE &
SPECIALIST EXPERTISE
IN RELEVANT WORK
AREAS**

**HELP CLIENTS SOLVE
PROBLEMS WITH A
RANGE OF SOLUTION
OFFERINGS**

**PROVIDE TALENT AND
SKILLED RESOURCE WHO
ARE QUALIFIED AND
CAPABLE**