

Service Definition

AI in Health & Care:
Strategy, Safe Adoption &
Clinical Value

Service Overview

A comprehensive AI-ready clinically led planning and assurance service helping organisations design, implement and sustain safe, compliant AI-enabled care, aligned to national standards and real-world clinical practice.

Why organisations use it

- Growing adoption of AI, AVT and automation across care pathways
- Need for structured, safe implementation and real-world evaluation
- Mandatory compliance with clinical safety standards and digital assurance
- Limited internal expertise in AI safety, deployment and governance
- Desire for independent assurance before major digital change
- Pressure to demonstrate benefits, value and safety to Boards and regulators

What it delivers

- A clear view of digital and AI readiness, risks and opportunities
- Practical recommendations for safe implementation and workflow integration
- Evidence-based evaluation plans that demonstrate impact and assurance
- A Board-ready roadmap for safe scaling and investment decisions
- Increased confidence in AI-enabled care delivery across clinical teams

Key Focus Areas

- Implementation planning for AI, AVT, automation and digital tools
- Workflow & pathway integration so AI enhances care, not burdens it
- Evaluation & real-world evidence to demonstrate safety and value
- Clinical safety assurance (DCB0129/0160), documentation and governance
- Digital due-diligence & compliance including DTAC, IG and risk controls
- Regulatory alignment for AI/SaMD and ongoing lifecycle monitoring
- Capability building for CSOs, digital teams and clinical services

Core Outputs

- Comprehensive readiness and safety assessment
- Clear identification of risks, gaps and improvement actions
- Prioritised implementation and evaluation plan
- Board-level recommendations and a scalable roadmap
- Reusable templates and artefacts supporting long-term internal capability

How it feels to work with us

- Clinically led, experienced and trusted
- Pragmatic, proportionate and low-burden
- Collaborative, transparent and designed to upskill your people
- Focused on strengthening your organization, not creating dependency

Who It's For & When to Use It

Who is this service for

- NHS Trusts, Foundation Trusts and Integrated Care Boards
- Community, mental health, social care, third sector and specialist providers
- Digital, clinical, transformation and informatics leaders
- Executives accountable for patient safety, assurance and digital strategy
- Teams deploying AI solutions such as AVT, clinical coding automation, risk-stratification tools, triage models or imaging AI

When this service is most valuable

- Preparing to deploy AI, automation or AVT into clinical pathways
- Implementing new digital systems, upgrades or workflow redesign
- Introducing imaging AI, decision-support, risk-stratification or triage models
- Responding to DTAC, safety, IG or audit requirements
- Establishing or refreshing a Clinical Safety function
- Scaling small pilots into multi-site or system-wide deployments
- Needing independent assurance before Board approval or go-live

What success looks like

- Clear, proportionate governance for digital and AI safety
- Confident, supported CSOs with sustainable capacity and capability
- Audit-ready documentation across AI and digital systems
- AI delivering measurable improvements to safety, flow and productivity
- Transparent evaluation showing impact, safety and clinical acceptance
- A roadmap that leaders understand, own and can deliver
- A robust foundation for safe, scalable, future-proof digital care

We work alongside your teams
to deliver real value through
safe, effective implementation of
digital and AI solutions

More than just assessment we help you embed the right governance, workflows and skills, build internal clinical safety and digital expertise, and ensure new technologies work in practice, deliver impact and can scale sustainably. Our role is to equip your organisation to own and excel at AI-enabled care, long after our work together is complete.

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



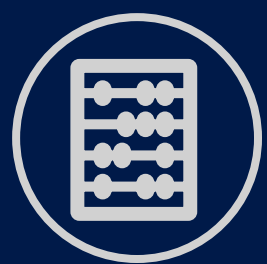
Deployment &
Delivery Services



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.

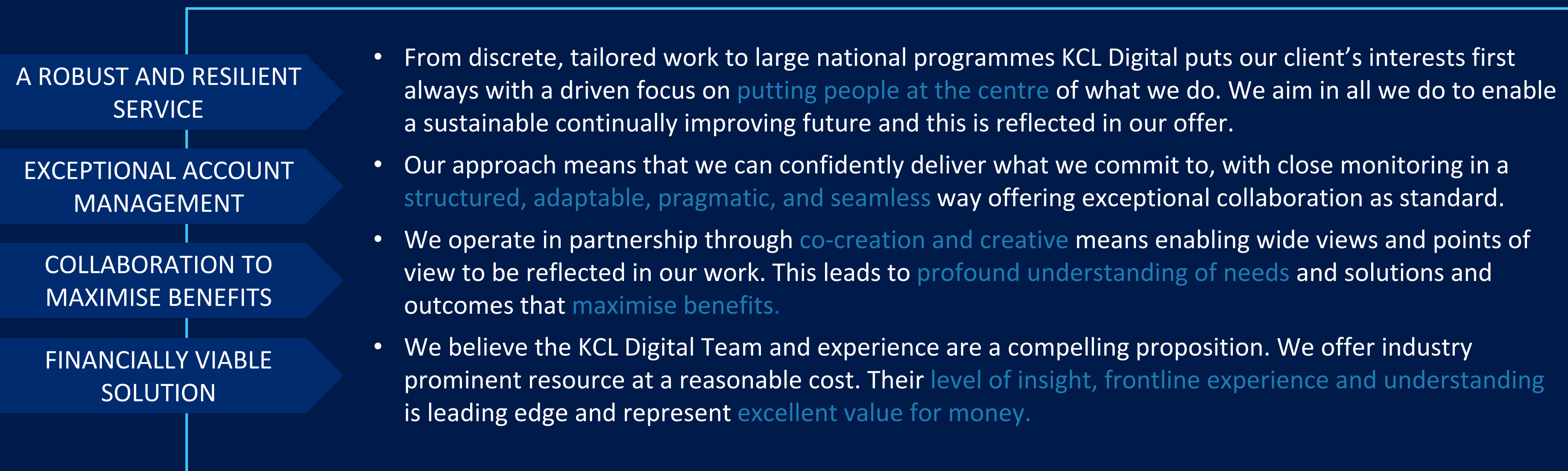


Unlocking Working Differently

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.



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