

CONSULTING & TECHNICAL SERVICES

Independent consulting and technical support to enable informed decision-making, robust design and assured delivery across complex digital programmes.

**Delivering Meaningful Impact
Across NHS Healthcare**





Consulting & Technical Services



Introduction



Public sector organisations operate within complex digital, clinical and operational environments that require well-informed decisions, robust technical design and effective assurance. Successfully navigating change depends on access to specialist expertise that supports strategy development, architecture definition, technical planning, and governance, without compromising organisational accountability.

Consulting & Technical Services provides structured professional support to the NHS and wider public-sector organisations across a range of consulting and technical disciplines. This Supplier Service Description sets out the services available, the features included, and the commercial information required to enable Buyers to evaluate the service and award a Call-Off Contract in accordance with the Framework Contract.

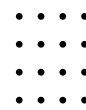
Why Choose St. Vincent's Consulting



St. Vincent's Consulting supports public-sector organisations at critical decision points where complexity, risk and long-term consequences must be carefully managed. Our role is to provide independent, system-agnostic advisory support that strengthens governance, assurance and decision-making without displacing organisational accountability.

We act in the interests of the buyer, not technology suppliers or delivery partners. Our approach combines practical experience of large-scale digital programmes with a deep understanding of public-sector governance, enabling organisations to define direction, test assumptions and progress change with confidence.





Why buyers typically use this service



Buyers typically engage Consulting & Technical Services when they are:

- Defining or refreshing digital, data or technology strategy
- Planning complex transformation or modernisation initiatives
- Preparing for, or supporting, the delivery of major digital or EPR implementations
- Seeking independent advice on architecture, integration or technical design
- Strengthening governance, assurance and risk management arrangements
- Preparing for investment decisions, approvals or external scrutiny
- Requiring specialist advisory input to complement internal capability

Engagements typically support:

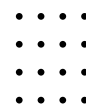
- Clearer and more defensible decision-making across digital and transformation programmes
- Improved alignment between strategy, architecture and delivery planning
- Effective oversight and assurance during EPR implementation and change activity
- Reduced technical, integration and readiness risk
- Stronger governance, assurance and auditability
- Increased confidence for executive and board-level stakeholders

Service Overview

Consulting & Technical Services provides modular consulting and technical support spanning strategy, architecture, data, integration, assurance and technical planning. Services may be procured individually or combined to meet specific organisational needs across the lifecycle of digital and transformation initiatives.

Support is provided independently of software resale, system operation or managed service provision and is aligned with organisational governance arrangements and public-sector requirements.





Service Packages & Capabilities Coverage



To support buyer understanding and comparability, Consulting & Technical Services may be commissioned through a set of illustrative service packages. These packages reflect common buyer needs and group-related capabilities for easier procurement. Packages are indicative and may be tailored or combined

Included capabilities:

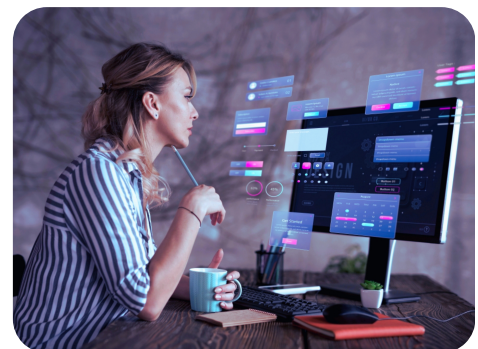
- Digital and technology strategy development
- Strategic option appraisal and business planning support
- Transformation and investment advisory input
- Alignment with organisational policy and objectives
- EPR Implementation and Optimisation Support

Strategy & Planning Packages

Designed for organisations requiring early-stage advisory support to define direction and inform investment decisions.

Included capabilities:

- Digital and technology strategy development
- Strategic option appraisal and business planning support
- Transformation and investment advisory input
- Alignment with organisational policy and objectives



Architecture and Design Packages

Designed to support the definition and assurance of robust, sustainable and interoperable technical architectures.

Included capabilities:

- Enterprise and solution architecture advisory support
- Architecture principles, standards and reference models
- Design review and assurance
- Architecture governance and approval support

Data, Integration and Interoperability Package

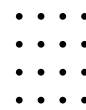


Interstellar is St Vincent's specialist advisory service for integration and interoperability across complex digital health environments. Designed to support planning and assurance activities relating to data management and system integration.

Included capabilities:

- Data strategy and information architecture advisory support
- Integration and interoperability planning
- Review of data flows, dependencies and risks
- Alignment with national data and interoperability standards





EPR Implementation and Optimisation Support



This service provides client-side advisory, assurance and coordination support to NHS and public sector organisations implementing, extending or optimising vendor Electronic Patient Record (EPR), digital health and associated clinical solutions. The service supports organisations through the planning, readiness, governance and transition phases of EPR implementation and optimisation, helping to manage complexity, risk and interdependencies while retaining delivery ownership with the Buyer and system supplier. Support is designed to enhance internal capability, provide additional client-side capacity, and facilitate effective coordination across clinical, operational, digital and supplier teams, operating within established governance, assurance and change control arrangements.

The service supports organisations working with system suppliers across the EPR lifecycle and aligns with organisational governance, supplier delivery models and relevant NHS digital and clinical safety standards. Advisory teams draw on experience from NHS digital programmes, vendor-specific EPR implementations and live operational environments to support structured planning, risk management and effective collaboration, without assuming responsibility for system build, configuration or operational delivery.

Service Features

Programme and Readiness Support

- Implementation planning and readiness support
- Advisory input to process review and service design
- Testing, readiness and assurance support
- Coordination of implementation activities across workstreams

Governance, Assurance and Coordination

- Contributions to implementation governance, assurance and reporting
- Client-side coordination with supplier delivery teams and system partners
- Support for stakeholder management and communications
- Risk, issue and dependency management support

Technical and Integration Advisory

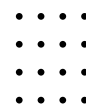
- Advisory input to solution architecture and design considerations
- Integration and interoperability advisory support
- Data quality and migration assurance (advisory)
- Technical workstream coordination and readiness support

Change, Adoption and Transition Support

- Change management and adoption support
- Training strategy and enablement support
- Go-live readiness and stabilisation support
- Coordination of early-life support activities with suppliers
- Support for operational handover and transition planning

Each element may be commissioned independently or combined as part of a wider client-side EPR implementation, optimisation or assurance engagement. Interim client-side support can also be provided on a fractional, short- or long-term basis.





Technical Assurance & Readiness Package



Designed to provide independent assurance and readiness assessment across complex digital initiatives.

Included capabilities:

- Technical design assurance and review
- Risk, dependency and constraint analysis
- Technical readiness and capability assessments
- Support for assurance reporting and decision documentation



Service Features & Capabilities

The Consulting & Technical Services offering brings together a broad range of consulting and technical capability domains. These domains reflect areas where organisations commonly require structured advisory and specialist support to define strategic intent, manage change and assure complex digital initiatives.

The capability domains listed below are indicative and may be commissioned individually or in combination, depending on organisational need.

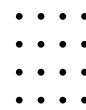
Strategic, Transformation & Change Consulting

This domain supports organisations to define strategic direction, manage transformation and address complex change challenges across digital, clinical and operational environments.

Included capabilities are:

- Business Analysis
- Change Management
- Clinical Workflow
- Digital Strategy
- Digital Transformation
- Strategy Consulting and Strategy Development
- Management Consultancy
- IT Service Assessment and Transformation
- IT Outsourcing (ITO) Transition Consultancy
- NHS Integrated Care System (ICS) – Digital Strategy, Design, Consultancy and Assurance
- Social Care – Digital Strategy, Design, Assurance and Optimisation
- Population Health – Digital Strategy, Design and Optimisation
- FIRSTLIGHT – Luminary Advisory Services
- SURGE – Interim consulting and delivery services
- Workflow Analysis and Design





Data, Integration & Interoperability Consulting



The Interstellar service supports organisations in planning, assuring, and improving the management, quality, and use of data, alongside effective system integration and interoperability.

Included capability areas:

- Data Migration, Conversion and Integration (advisory support)
- Information and Data Governance
- Information, Data Quality and Business Intelligence
- Integration and Interoperability Services (advisory support)
- Interoperability and Shared Records Consultancy and Advisory



Architecture & Solution Design Consulting

This domain supports the definition and assurance of technical and solution designs that are robust, sustainable and aligned with organisational objectives.

Included capability areas:

- Solution Architecture
- Solution Design



Digital Health and EPR Advisory Context

Luminaries is St Vincent's Consulting's specialist advisory service for EPR and digital health programmes. This domain reflects advisory experience and capability relating to large-scale digital health and EPR environments. Inclusion of these areas is for contextual understanding of capability coverage.

Included capability areas:

- Regional EPR and Digital Health Optimisation, Sustainment and Support (advisory context)
- Population Health digital advisory support across integrated care settings



Strategy & Advisory Support



Clear strategy and informed planning are essential to successful digital and technical change. Our Luminary advisors support organisations to define direction, priorities and investment approaches.

Key features include:

- Digital and technology strategy development
- Advisory support for transformation and investment planning
- Option appraisal and strategic analysis
- Alignment with organisational objectives and policy requirements

Solution & Enterprise Architecture Advisory

Robust architecture underpins sustainable and interoperable digital solutions. This service area supports the design and assurance of solution and enterprise architectures.

Key features include:

- Enterprise and solution architecture advisory support
- Definition of architecture principles and standards
- Review of technical designs and proposals
- Support for architecture governance and approval processes

Data, Integration & Interoperability Advisory



Effective use of data and integration is critical to modern digital services. The Interstellar service area supports planning and assurance activities relating to data and interoperability.

Key features include:

- Data strategy and information architecture advisory support
- Integration and interoperability planning
- Review of data flows, dependencies and risks
- Alignment with national standards and guidance



Technical Design & Assurance



Independent technical assurance supports confident decision-making and risk management. This service area provides a structured review and assurance of technical proposals.

Key features include:

- Technical design reviews and assurance
- Identification of risks, dependencies and mitigation options
- Support for technical governance forums
- Documentation of assurance findings and recommendations

Technical Planning & Readiness Support

Effective delivery depends on realistic planning and readiness assessment. This service area supports organisations to assess preparedness and plan technical activities.

Key features include:

- Technical readiness and capability assessments
- Advisory support for transition and mobilisation planning
- Identification of technical dependencies and constraints
- Support for decision documentation and assurance

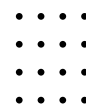
User Information, Guidance & Support

Buyers are provided with appropriate guidance, documentation and advisory support throughout engagements. This may include briefing materials, analysis outputs, assurance reports and handover documentation to support internal ownership and audit requirements.

Onboarding & Offboarding

Onboarding activities include confirmation of scope, objectives, governance arrangements and information requirements. Offboarding includes structured handover of documentation, outputs and recommendations, supporting continuity and internal capability following completion of the engagement.





Availability & Delivery Model



Services are delivered in collaboration with buyer stakeholders and operate within the buyer's governance and approval frameworks. Engagements may be delivered remotely, on-site or through blended delivery models, depending on organisational requirements and engagement scope.

Pricing & Commercial Information

Pricing is provided on a time-and-materials or fixed-price basis, depending on the nature and duration of the engagement. Pricing details are published on the Digital Marketplace.

The service does not include software licensing, resale or managed services.

Certifications & Standards

Where applicable, service delivery takes account of recognised public-sector standards, guidance and best practice relating to digital delivery, information governance, architecture and assurance.

Procurement Information

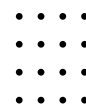
Consulting & Technical Services are available to NHS and wider public-sector organisations through the G-Cloud 15 framework, under Lot 3 (Cloud Support).

Buyers may award Call-Off Contracts in accordance with the G-Cloud framework rules using the Digital Marketplace.

Additional Information

Further information, including service features, pricing and engagement options, is available via the Digital Marketplace. Buyers may request additional information to support evaluation and Call-Off Contract award in accordance with the Framework Contract.





Princess Alexandra Hospital NHS Trust Transformation Strategy & Readiness Advisory

Context

The Trust was delivering multiple large-scale digital and organisational change initiatives in parallel, including EPR-related activity, infrastructure modernisation and service redesign. Leadership required a strengthened programme and portfolio assurance to manage risk, dependencies and benefits realisation across interrelated initiatives.

Combined advisory support included:

- Programme and portfolio governance and assurance advisory
- Review of programme plans, risks, dependencies and benefits profiles
- Architecture and technical assurance input across key digital initiatives
- Executive and board-level reporting, assurance and decision documentation support

Impact:

- Improved transparency and consistency across portfolio-level governance
- Stronger visibility of cross-programme risks, dependencies and benefits
- Enhanced assurance to support sustained executive oversight and prioritisation

University Hospitals of Leicester NHS Trust Combined Transformation Assurance and Technical Advisory

Context

The Trust was delivering multiple large-scale digital and organisational change initiatives in parallel, including EPR-related activity, infrastructure modernisation and service redesign. Leadership required a strengthened programme and portfolio assurance to manage risk, dependencies and benefits realisation across interrelated initiatives.

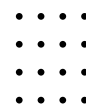
Combined advisory support included:

- Programme and portfolio governance and assurance advisory
- Review of programme plans, risks, dependencies and benefits profiles
- Architecture and technical assurance input across key digital initiatives
- Executive and board-level reporting, assurance and decision documentation support

Impact:

- Improved transparency and consistency across portfolio-level governance
- Stronger visibility of cross-programme risks, dependencies and benefits
- Enhanced assurance to support sustained executive oversight and prioritisation





Sheffield Health and Social Care NHS Foundation Trust RiO EPR Advisory Support and Clinical Safety Assurance

Context:

Sheffield Health and Social Care NHS Foundation Trust required specialist advisory support in relation to its RiO Electronic Patient Record (EPR) system within a complex mental health and community care environment. The Trust was undertaking significant EPR-related change activity and required assurance that clinical safety, governance and operational considerations were being managed effectively alongside system development and optimisation.

The Trust sought independent, client-side advisory support to strengthen oversight, support clinical safety assurance and enable effective coordination between clinical, digital and supplier teams.

Advisory support included:

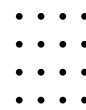
- Advisory input to EPR governance and assurance arrangements relating to RiO
- Support for clinical safety governance, including alignment with DCB0129 and DCB0160 requirements
- Advisory input to risk identification, issue management and assurance documentation
- Support for coordination between clinical, operational, digital and supplier stakeholders
- Knowledge transfer to strengthen internal capability and confidence in managing EPR change

Impact:

- Strengthened clinical safety governance and assurance arrangements for RiO-related change
- Improved clarity and confidence in decision-making across clinical and digital stakeholders
- Supported safer, more controlled progression of EPR change activity within a mental health context

The work undertaken by the Trust in relation to its use of RiO, supported by this advisory engagement, was subsequently nominated for a Shine Award, recognising innovation and good practice in the use of digital systems to support mental health services.





East and North Hertfordshire NHS Trust Combined Transformation, EPR and Cyber Disruption Advisory

Context

Advisory support was provided during a period of exceptional organisational pressure, when a significant ransomware incident coincided with active EPR and digital transformation activity.

Leadership required rapid, independent advisory input to maintain governance, assurance and informed decision-making.

Combined Advisory Support Included:

- Transformation governance and assurance advisory
- Programme re-planning, dependency management and risk assessment support
- Executive decision-support during cyber-related disruption and recovery planning

Impact:

- Maintained governance and assurance during acute operational disruption
- Supported timely, informed executive decision-making under pressure
- Stabilised EPR and transformation activity alongside cyber recovery

Large Acute NHS Trust Combined EPR, Integration, Transformation and Technical Assurance Advisory

Context:

The Trust was delivering multiple large-scale digital and organisational change initiatives in parallel, including EPR-related activity, infrastructure modernisation and service redesign. Leadership required a strengthened programme and portfolio assurance to manage risk, dependencies and benefits realisation across interrelated initiatives.

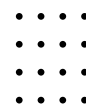
Combined advisory support included:

- Programme and portfolio governance and assurance advisory
- Review of programme plans, risks, dependencies and benefits profiles
- Architecture and technical assurance input across key digital initiatives
- Executive and board-level reporting, assurance and decision documentation support

Impact:

- Improved transparency and consistency across portfolio-level governance
- Stronger visibility of cross-programme risks, dependencies and benefits
- Enhanced assurance to support sustained executive oversight and prioritisation





Regional Health & Care System Combined Interoperability, Architecture and Strategic Advisory

Context

A regional health and care system spanning acute, community, mental health, primary care and local authority organisations sought to improve information sharing through a shared care record and interoperability programme. The initiative required alignment across organisations with differing digital maturity and governance arrangements.

Combined advisory support included:

- Interoperability and shared care record strategy advisory
- Architecture and integration option appraisal across regional systems
- Business case development, benefits modelling and investment assurance
- Technical and architectural assurance to support collective decision-making

Impact:

- Agreed on regional technical and architectural direction
- Improved cross-organisational alignment and governance
- Clearer articulation of long-term service and system benefits

