



# FIRSTLIGHT – EPR ADVISORY & ASSURANCE SERVICES

---

Independent advisory support to  
strengthen governance, assurance and  
optimisation of EPR environments.

Delivering Meaningful Impact  
Across NHS Healthcare



# FirstLight – EPR Advisory & Assurance Services



## Introduction



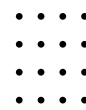
Following the implementation of an Electronic Patient Record (EPR), organisations often require structured, independent advisory support to stabilise governance, strengthen assurance and plan effective optimisation. This requirement is particularly acute during periods of organisational change, system maturity transition or heightened operational scrutiny, where clear oversight and informed decision-making are essential.

FirstLight – EPR Advisory & Assurance Services provides independent, buyer-side consultancy support to the NHS and wider public-sector organisations. The service focuses on post-implementation review, assurance, and optimisation planning for EPR environments, without assuming responsibility for live operations, incident management, or supplier management.

## Why St. Vincent's Consulting

St. Vincent's Consulting supports public-sector organisations at critical post-implementation stages where assurance, stability and confidence in decision-making are required. Our role is to provide independent, system-agnostic advisory support that strengthens governance and oversight while enabling organisations to retain ownership of their EPR environments.

We act in the interests of the Buyer, complementing internal clinical, digital and operational teams rather than displacing them. Our experience across complex EPR programmes enables us to provide objective insight into governance effectiveness, risk exposure and optimisation opportunities, supporting sustainable capability development.



## Why buyers typically use this service



Buyers typically engage FirstLight – EPR Advisory & Assurance Services when they are:

- Stabilising governance and assurance following EPR go-live
- Seeking independent review of post-implementation risks, issues and dependencies
- Preparing for periods of organisational change or increased scrutiny
- Assessing EPR optimisation opportunities and prioritisation
- Strengthening clinical safety, information governance and assurance arrangements
- Supporting transition from programme delivery to business-as-usual ownership

Engagements typically support:

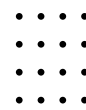
- Stronger and more transparent post-implementation EPR governance
- Improved assurance and oversight of EPR risks and dependencies
- Clearer prioritisation of optimisation and improvement activity
- Increased confidence for executive and board-level stakeholders
- Improved readiness for transition into stable business-as-usual operation

## Service Overview

FirstLight – EPR Advisory & Assurance Services provides modular, advisory-only support focused on post-implementation EPR governance, assurance and optimisation planning. Services support organisations in understanding current state performance, governance effectiveness, and risk exposure, enabling informed prioritisation and decision-making.

All services are advisory in nature and are designed to complement internal clinical, digital and operational teams. Services are delivered independently of system operation, live service support, incident management, supplier coordination or managed service provision.





## Service Features & Capabilities

---

### EPR Governance & Assurance Advisory

---

Strong governance and assurance arrangements underpin stable and sustainable EPR environments. This service area supports organisations in reviewing and strengthening post-implementation oversight and control.

**Key features include:**

- Review of EPR governance and assurance structures
- Advisory input to risk, issue and dependency management approaches
- Support for assurance reporting and decision documentation
- Identification of gaps, risks and improvement opportunities

### EPR Optimisation and Improvement Planning Advisory

---

Following go-live, structured optimisation planning is required to realise value and address emerging issues. This service area supports assessment and prioritisation of improvement activity.

**Service features include:**

- Advisory support for optimisation assessment and prioritisation
- Review of current-state EPR use and capability maturity
- Advisory input to improvement roadmaps and sequencing



### Clinical Safety & Information Governance Advisory (Post-Implementation)

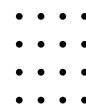
---

Clinical safety and information governance considerations remain critical following EPR implementation. This service area supports alignment with relevant standards and organisational frameworks.

**Service functions include:**

- Advisory input to clinical safety governance and assurance arrangements
- Support for alignment with DCB0129 and DCB0160 requirements
- Advisory input to information governance and data protection considerations





## Operational Readiness & Transition Advisory



Post-implementation environments may require additional assurance around operational readiness and resilience. This service area supports transition and stabilisation planning without assuming operational responsibility.

### Service functions include:

- Advisory review of operational readiness and resilience
- Identification of risks and dependencies affecting service stability
- Advisory input to transition and handover planning

## User Information, Guidance and Support

Buyers receive appropriate guidance, documentation and advisory outputs throughout engagements. This may include review findings, assurance summaries, recommendations and handover materials to support auditability and internal ownership.



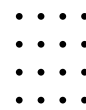
## Onboarding and Offboarding

Onboarding activities include confirming scope, objectives, governance arrangements, and information requirements. Offboarding includes a structured handover of advisory outputs and recommendations to support continuity following engagement completion.

## Availability and Delivery Model

Services are delivered collaboratively with client clinical, digital and operational teams and operate within established governance and assurance arrangements. Engagements may be delivered remotely, on-site or through blended delivery models, depending on organisational requirements and engagement scope.





## Pricing and 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 live system operation, incident management, supplier management, system configuration, testing, go-live support or managed services.

## Certificates & Standards

Service delivery takes account of recognised NHS and public-sector standards, guidance and best practice relating to EPR governance, clinical safety, information governance and digital assurance.

## Procurement Information

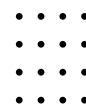
FirstLight – EPR Advisory & Assurance Services are available to NHS and wider public-sector organisations through the G-Cloud 15 framework, under Lot 3 (Cloud Support).

Services may be procured directly via the Digital Marketplace in accordance with the G-Cloud framework rules.

## 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.





## University Hospitals of Leicester NHS Trust FirstLight EPR Advisory & Assurance

---

### Context

St. Vincent's Consulting provided FirstLight EPR Advisory & Assurance Services to University Hospitals of Leicester NHS Trust following the implementation of its Electronic Patient Record environment.

The engagement focused on strengthening post-implementation governance, assurance, and optimisation planning, supporting the Trust in stabilising EPR operations, identifying risks and improvement opportunities, and building sustainable internal capability without assuming responsibility for live service operations or supplier management.

### Advisory Support Included:

- Review of EPR governance and assurance structures
- Advisory input to risk, issue and dependency management
- Support for assurance reporting and decision documentation
- Review of current-state EPR use and capability maturity
- Advisory input to optimisation priorities and improvement roadmaps

### Outcomes:

The FirstLight advisory support helped the Trust improve oversight and assurance of its EPR environment and informed a structured approach to optimisation and capability development.

The programme was subsequently shortlisted for the 2025/6 HTN Health Tech Case Study of the Year, in recognition of its contribution to sustainable digital capability.

