

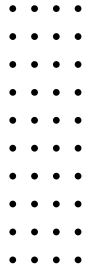
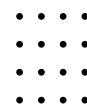


FIRST LIGHT – EPR ADVISORY & ASSURANCE SERVICES

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

Delivering Meaningful Impact
Across NHS Healthcare





Introduction



Following the implementation of an Electronic Patient Record (EPR), organisations often need structured advisory support to stabilise governance, enhance assurance, and optimise operations. This is especially crucial during transitions or organisational changes when informed decision-making is essential.

First Light – EPR Advisory & Assurance Services offers independent, buyer-side consultancy to NHS and public-sector organisations. The service helps review and govern EPR environments post-implementation, identifying risks and improvement opportunities without taking responsibility for live operations or incident management.



First Light – EPR Advisory & Assurance Services



Service Summary

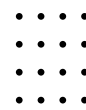
First Light – EPR Advisory & Assurance Services provides structured advisory support focused on post-implementation assurance, governance and optimisation planning for EPR and digital health systems. Services support organisations in understanding current-state performance, governance effectiveness, and improvement opportunities, enabling informed decision-making and prioritisation.

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 management or managed service provision.

Guiding Principles

Services are delivered to support transparent oversight, proportionate assurance and effective governance of EPR environments. Advisory support strengthens internal capability through structured review, analysis and mentoring, without assuming statutory roles, operational responsibility or accountability for outcomes.

All activities align with NHS, Integrated Care System (ICS) and wider public-sector governance, clinical safety and digital assurance frameworks, where applicable.



Service Scope Overview



First Light – EPR Advisory & Assurance Services are delivered across the following service areas. Each service area may be commissioned independently or combined as part of a broader advisory engagement, depending on organisational requirements.

All services are provided on an advisory basis only and exclude live system operation, incident management, supplier coordination, system configuration, testing, go-live support and managed services.

Service functions include:

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

EPR Optimisation and Improvement Planning Advisory

This service provides advisory support to assess optimisation opportunities and plan improvement activity aligned with organisational priorities.



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 and Information Governance Advisory

This service provides advisory support to strengthen alignment with clinical safety and information governance requirements in post-implementation contexts.

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

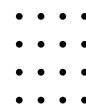
Operational Readiness & Transition Advisory

This service provides advisory support to assess operational readiness and support transition planning following EPR implementation, 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





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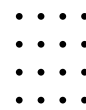
Client Experience

St Vincent's Consulting has provided EPR advisory and assurance services to NHS trusts, Integrated Care Systems and wider public-sector organisations following EPR implementation. Engagements have focused on governance assurance, optimisation planning and post-implementation review, delivered within client governance arrangements.

Delivery Approach

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





Service Management and Dependencies



Service delivery depends on timely access to relevant documentation, system performance information and stakeholder engagement. Deliverables, timescales and governance touchpoints are agreed at the outset of each engagement and documented in the call-off.

Procurement Information

This service is 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.

Further information on service scope, pricing and engagement options is available through the Digital Marketplace.

