



Safety in numbers.

DPM Digital Health Consultancy Ltd

Service Definition

Lot 3 Cloud Support

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DPM Digital Health

Our Organisation

DPM Digital Health Consultancy Ltd is a specialist regulatory compliance and governance consultancy supporting **NHS organisations** in the safe adoption, deployment and operation of digital and AI-enabled health systems.

We provide Clinical Safety Officer leadership, clinical risk management, AI governance, and workforce capability development aligned to NHS safety standards, DTAC, and recognised assurance frameworks. Our services support NHS Trusts, ICBs and system-level programmes to meet their organisational responsibilities for clinical safety, governance and assurance across cloud-hosted digital systems.

Our approach is pragmatic, proportionate and embedded within existing NHS governance structures, ensuring clinical safety and regulatory assurance are sustained throughout system lifecycles.

Value Proposition

DPM Digital Health supports NHS organisations to manage the clinical safety, governance and assurance risks associated with digital transformation. We help reduce patient safety risk, strengthen regulatory confidence and enable safe innovation by embedding clinical risk management and AI governance into everyday operational practice.

Our team comprises experienced Clinical Safety Officers and subject matter experts with extensive NHS experience across EPR, clinical systems, AI technologies and cloud-hosted digital services. We integrate as an extension of NHS teams, providing managed services that address capability gaps while maintaining local ownership, accountability and decision-making.

Our services support NHS organisations to achieve assurance that is defensible, auditable and sustainable.

Services

Clinical Safety & Regulatory Compliance Managed Service

DPM Digital Health provides a **Clinical Safety & Regulatory Compliance Managed Service** supporting NHS organisations to meet their responsibilities under **DCB0160** and associated NHS safety standards.

The service delivers **Clinical Safety Officer (CSO) as a Service**, implementation and operation of Clinical Risk Management Systems (CRMS), and ongoing regulatory assurance for cloud-hosted digital health systems. Support spans system design, deployment, change, live operation and decommissioning.

The managed service covers the full clinical risk management lifecycle, including scope definition, hazard identification, risk analysis, risk control, safety documentation, incident management and governance integration. Delivery is proportionate to organisational size, system complexity and clinical risk.

Service activities include:

- Independent CSO as a Service
- DCB0160-aligned Clinical Risk Management delivery
- CRMS design, implementation and operation
- Hazard Logs, CRMPs and Clinical Safety Case Reports (CSCRs)
- DTAC clinical safety evidence support
- Clinical safety audit readiness and assurance
- Clinical safety incident management and escalation

This service supports NHS organisations to maintain safe, compliant digital services throughout their lifecycle.

AI Governance & AI Risk Management Managed Service

DPM Digital Health provides an AI Governance & AI Risk Management Managed Service enabling NHS organisations to safely adopt and operate AI-enabled digital systems.

The service establishes proportionate AI governance frameworks aligned to NHS AI expectations, integrating AI assurance into existing Clinical Risk Management Systems and organisational governance structures. It supports oversight, accountability and assurance for AI systems used in clinical and operational settings. Aligned with ISO 42001 (AI Management System) and BS 30440 (AI validation framework in a healthcare setting) supported by appropriately experienced team members.

The managed service addresses AI-specific risks including bias, performance degradation, data drift and explainability, and supports post-deployment monitoring and incident management.

Service activities include:

- AI governance framework and oversight design (aligned with ISO 42001)
- AI risk assessment and hazard analysis
- Bias, performance and drift monitoring support
- Explainability and transparency assurance
- Post-deployment AI monitoring and review
- Integration with existing NHS governance processes

This service supports safe, responsible and transparent AI adoption within NHS organisations.

Clinical Safety & AI Governance Training and Capability Development Managed Service

DPM Digital Health provides a Clinical Safety & AI Governance Training and Capability Development Managed Service supporting NHS organisations to build sustainable internal capability.

The service delivers CPD-accredited training, structured mentorship and applied workshops aligned to NHS safety standards and AI governance expectations. Training focuses on practical application, enabling staff to fulfil clinical safety and governance roles with confidence.

Delivery is flexible and tailored to organisational needs, supporting both individual development and system-wide capability uplift.

Service activities include:

- Clinical Safety Officer practitioner training
- Clinical Risk Management awareness training
- AI governance and AI risk management training
- Structured CSO mentorship programmes (6-12 months)
- Practical hazard workshops and scenario-based learning
- Safety documentation and governance training

This service supports workforce development, in-work progression and long-term governance maturity.

CSO Mentorship Programme

The DPM Digital Health CSO mentorship programme provides ongoing support for newly trained and established CSOs within an organisation. We provide bespoke goal based methodology and practical sessions for a 6/12-month period giving your team members guidance and resources to further administer and maintain the CRM process and activities internally.

Utilising the [GROW methodology](#) with the four key stages: Goal, Reality, Options, Will, to ensure successful growth of those individuals as part of a team within their organisation.

The GROW model is a widely used coaching and mentoring framework that helps individuals set and achieve their goals. It stands for Goal, Reality, Options, and Will. Mentors at DPM Digital Health use this model to structure conversations and facilitate the goal-setting process. Below is a breakdown of each component of the GROW methodology:

Goal (G):

- In the "Goal" stage, the focus is on defining a clear and specific goal or objective. This is what the individual wants to achieve. It's essential that the goal is specific, measurable, achievable, relevant, and time-bound (SMART).
- The mentor helps the individual clarify their goal, ensuring that it's well-defined and aligned with their values and aspirations.

Reality (R):

- During the "Reality" stage, the individual and coach assess the current situation. This involves an honest examination of where the individual stands in relation to their goal.
- Questions are asked to explore the current reality, such as "What is happening right now?" and "What is working or not working?" This phase helps individuals gain a clear understanding of their starting point.

Options (O):

- In the "Options" stage, individuals and coaches brainstorm and explore possible strategies and solutions to bridge the gap between the current reality and the desired goal.
- This phase encourages creative thinking and generates a list of potential actions, alternatives, or approaches that the individual can take to move closer to their goal.

Will (W):

- The "Will" stage focuses on commitment and action planning. In this phase, the individual commits to specific actions, timelines, and steps to achieve their goal.
- The coach or mentor helps the individual create a concrete plan and addresses any potential obstacles or challenges. It's crucial to establish a sense of ownership and accountability during this stage.

Objectives are set from the commencement of the programme both short and long term with the emphasis on growth as an individual and as part of a team.

The sessions can be one to one or group activities to suit the need of the organisation.

Digital Technology Assessment Criteria

The Digital Technology Assessment Criteria (DTAC) for health and social care gives staff, patients, and citizens confidence that the digital health systems they use meet our clinical safety, data protection, technical security, interoperability and usability and accessibility standards. This is achieved by combining regulatory compliance and good, safe practices within the five areas mentioned.

We demystify, unpick, and simplify compliance for Digital Health manufacturers and therefore also support the DTAC readiness process for procuring Health Organisations.

We help you achieve and maintain a review process by creating a checklist and supporting guidance, working across all [DTAC](#) compliance domains:

Clinical Safety: as part of clinical risk management, all new products are assessed to ensure they follow clinical safety procedures

Data Protection: to protect sensitive and confidential patient data, all new products are assessed to ensure to uphold patient privacy.

Technical Security: products are evaluated to ensure they are secure and stable enough for widespread deployment

Interoperability: to ensure the seamless and secure sharing of information, all new products undergo rigorous testing so data is relayed accurately and securely between disparate systems

Usability and Accessibility: to ensure products remain easy to use and accessible to a wide range of users, a score will be generated to allocate conformity with existing systems.

DTAC is not just a tick box exercise and so we help you assess compliance by installing a culture of compliance.

DPM Digital Health will support your team to produce an audit tool and methodology for the assessment of Digital Technology Assessment Criteria (DTAC) readiness.

Our team of subject matter experts will work with your team and organisation to support DTAC readiness utilising your existing resources and compiling the evidence base to completion. DPM Digital Health works in a collaborative approach with best of breed associates to help deliver safe and effective digital health systems to the healthcare sector.

Client Support

DPM Digital Health provides support to NHS organisations across its Clinical Safety & Regulatory Compliance, AI Governance & AI Risk Management, and Clinical Safety & AI Governance Training managed services.

DPM Digital Health services can be procured following contact with a team member directly or via our many media channels which includes our website (<https://dpmdigitlahealth.co.uk/contact/>). We will then arrange a meeting to create a plan and costings for the given project.

Onboarding and Offboarding

DPM Digital Health has an onboarding process that includes an initial discovery meeting at no cost to the organisation that allows us to gather information and give you access to resources required to commence the project. This also allows us to set expectations and meet the team, as we are happy to do this either remotely or face to face. At every stage we are here to assist in every way we can to make the journey as effortless as possible.

All organisations will be allocated a primary contact for the project which will be the Clinical Safety Officer or Regulatory Lead working on the project. However, for larger projects with multiple team members involved the primary contact will be communicated to the organisation separately.

All organisations will be set up with a project board on Monday.com which allows for structured project management utilising a light touch approach with inbuilt communication and task management with secure document sharing for a collaborative team experience.

For those organisations taking on training courses these can be provided both on site and remotely depending on availability of individuals accounting for flexible

working. However, our preference is to conduct training face to face wherever possible.

At the point where an organisation wishes to offboard our services then we will provide all artifacts in the required formats so that they can be further managed by the Health Organisation. We will also assist in the onboarding of new CSO support if this has been taken on by the organisation itself internally, where required.

On termination of the contract we require a 30 day notice period. Please see our terms and conditions document for full details.

Support Services

All DPM Digital Health team members will provide a quality driven service that reflects their level of expertise which meets the expectations of the client and is bound by the terms and conditions set out within the contractual agreement. DPM Digital Health strive to maintain the highest standards through inhouse mentorship, training, and support for all their team members.

DPM Digital Health provide support to all our clients that have ongoing projects managed by our team members. This includes provision of contact details for their allocated team members who will be available during working hours to field any questions relating to the project.

Outside of working hours if there is a requirement to contact a DPM Digital Health team member, there is a dedicated contact number that can be accessed at weekends and public holidays. We will endeavour to answer all correspondence within 48 hours whether by email, telephone, or social media channels such as LinkedIn.

DPM Digital Health office hours are 09:00 - 17:30 Monday to Friday and support is available outside of these hours, 10:00-16:00 Saturday/Sunday.

Information Security and Business Continuity

DPM Digital Health are compliant with Cyber Essentials and Data Security and Protection Toolkit (DSPT) which are available to view online. We maintain vigilance across the organisation being cognisant that we are working with sensitive and confidential information during our working day.

All team members within the organisation access their project specific information via the Microsoft 365 suite which is a secure platform with no data held locally. Therefore, DPM Digital Health take advantage of the existing back up procedures supported by the Microsoft 365 capabilities with recovery processes being imminent if any issues arise.

All team members work independently across the UK with no physical office or reliance on a physical IT infrastructure with data being held on cloud based secure Microsoft services.