



NHS Frontline Productivity and Digital Enablement
Service Definition Document | G-Cloud 15 | Lot 3

morson PRAXIS

NHS Frontline Productivity and Digital Enablement

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

Service Definition for NHS Frontline Productivity and Digital Enablement

Morson Praxis's NHS Frontline Productivity and Digital Enablement service supports NHS organisations to release frontline capacity and time by enabling safer, simpler, and more effective use of digital services, data, and ways of working, without disrupting care delivery.

The service is designed for NHS bodies seeking to improve frontline productivity by reducing administrative burden, digital friction, and inefficient ways of working, while maintaining patient safety, service continuity, and workforce confidence. It focuses on enablement, readiness, and adoption rather than operational control or system delivery.

The service provides an independent, evidence-based view of how digital tools, processes, and behaviours impact frontline productivity in practice, helping NHS organisations prioritise practical improvements that support clinicians and operational teams.

1. What the service includes

The service typically includes:

- Frontline productivity and digital enablement strategy development
- Assessment of digital and process friction affecting frontline staff
- Frontline workflow, handoff, and burden assessment
- Readiness and adoption assessment of existing digital services
- Operating model and ways-of-working impact analysis
- Identification of productivity constraints linked to digital usage
- Change journey and enablement roadmap definition
- Engagement with clinical, operational, and enabling teams
- Transition and adoption planning for frontline-facing change
- Independent findings and prioritised, evidence-based recommendations

2. What the service does not include

The service does not include:

- Clinical pathway redesign or service reconfiguration
- Workforce reduction, role redesign mandates, or performance management
- Implementation or configuration of digital systems or automation
- Delivery of operational improvement programmes
- Managed services or ongoing operational support

These activities are outside the scope of this service and, where required, may be delivered through separate services procured under the appropriate G-Cloud 15 Lots or through alternative procurement routes.

3. How the service is delivered

The service is delivered through a structured, time-bound engagement combining desktop review, frontline observation where appropriate, stakeholder interviews, and facilitated workshops with clinical, operational, and digital teams.

Delivery is proportionate to organisational scale, service complexity, and operational risk. The approach is evidence-led and grounded in frontline reality, focusing on how digital tools and processes are experienced day to day rather than how they are intended to operate.

The service is technology-agnostic and avoids premature commitment to specific platforms, vendors, or solutions.

4. Roles and responsibilities

Morson Praxis is responsible for:

- Leading frontline productivity and enablement assessment activities
- Conducting independent analysis of digital and process friction
- Facilitating engagement with clinical, operational, and digital stakeholders
- Developing structured findings and enablement recommendations
- Providing objective advice to NHS clinical, operational, and digital leaders

The Buyer is responsible for:

- Providing access to frontline, operational, and enabling stakeholders
- Supplying relevant service, digital, and operational artefacts
- Supporting engagement across clinical and non-clinical teams
- Reviewing and validating findings and recommendations
- Retaining ownership of clinical, operational, and workforce decisions

5. Service outputs and deliverables

Typical outputs may include:

- Frontline productivity and digital enablement assessment
- Findings on digital, process, and behavioural friction
- Enablement and change roadmap
- Operating model and ways-of-working impact summaries
- Adoption and transition planning artefacts
- Prioritised recommendations aligned to frontline realities

Deliverables are tailored to Buyer needs and agreed at the outset.

6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Clarity of productivity objectives and service priorities

- Access to frontline clinical and operational stakeholders
- Availability of relevant digital and service documentation
- Appropriate executive and clinical sponsorship

7. Alignment with G-Cloud 15 Lot 3

This service aligns with G-Cloud 15 Lot 3 by supporting:

- Digital enablement and change advisory services
- Frontline adoption and readiness for digital services
- Productivity improvement through enablement, not delivery
- Independent, assurance-led decision support

It enables NHS organisations to improve frontline productivity while safeguarding care delivery, workforce confidence, and regulatory compliance.

8. Exit and transition

The service concludes with documented frontline productivity and digital enablement outputs, findings, and recommendations aligned to the Buyer's NHS operating context.

All materials are provided in formats suitable for handover to internal NHS teams or successor suppliers, supporting continuity and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or other appropriate procurement routes.

Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



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