



NHS App & Digital Front Door Transformation

Service Definition Document

CCS- G-Cloud 15

Digital Transformation, The Smart Way

SmartCo Future Health is an award-winning consultancy driving the next generation of digital healthcare.

We turn digital ambition into value at pace, through our future-focused, benefits-led advisory and delivery services.

15k+

Digital health experts

100+

Projects in delivery

12

Countries we operate in

9+

Public sector frameworks

200+

Experts deployed

48 hours

To mobilise

Getting you ready

Advisory

We work with you to develop your transformation strategy and ensure you're set up for success.

Getting the value

Optimisation

We work with you to ensure successful adoption and benefits realisation.

Getting it done

Project Delivery

We provide flexible project delivery and assurance services at pace to ensure you achieve your objectives.



Crown
Commercial
Service
Supplier



NHS App & Digital Front Door Transformation

Support for adoption, optimisation and embedding of the NHS App and digital front-door capabilities, focusing on operational integration, productivity and sustainable benefits.

Features

- ✓ NHS App onboarding and optimisation
- ✓ Feature adoption support
- ✓ Operational workflow redesign
- ✓ Communications and engagement planning
- ✓ Benefits definition and tracking

Benefits

- ✓ Prioritise productivity, operational efficiency and workforce enablement
- ✓ Focus on ROI and benefits realisation from mobilisation
- ✓ Design services that can adapt over time without major rework
- ✓ Avoid lock-in and fragile solutions
- ✓ Leave organisations more capable and less dependent

Included

- ✓ Advisory and delivery support for NHS App adoption, optimisation and operational integration

Not included

- ✓ Ownership of the national NHS App roadmap
- ✓ Development of core NHS App functionality
- ✓ Ongoing managed services



Designed to deliver measurable outcomes and benefits

The SCFH Advantage

Driving the Next Generation of Digital health

We are a trusted partner, working shoulder-to-shoulder with our customers to deliver their most complex digital transformation projects.



Likeability

We build relationships. We're honest, we care, and we make collaboration enjoyable. People love working with us and we're proud of that.



Credibility

Our industry-leading team in technology, delivery, client engagement, and consulting is always accessible. We're with you every step of the way, from start to finish.



Flexibility

We respond incredibly quickly to your needs. We make decisions, in partnership with you, with pace and agility

