

Clinical and departmental system services

G Cloud 15 (Lot 3)

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1. About Channel³ Consulting

Channel³ Consulting is a specialist digital transformation consultancy, founded in 2009, working primarily with the public sector to help organisations use technology to deliver better outcomes and more resilient services.

We work across health, social care and wider public services, partnering with organisations at national, regional and local levels; from policy-setting bodies to NHS Trusts and local authorities delivering change on the ground.

To date, we have supported over 100 public sector organisations on complex digital, data and cloud-enabled transformation programmes, including large-scale EPR implementations, shared care records, cloud adoption, service modernisation and operating model change. Our work spans the full lifecycle from strategy and business case development through to delivery support, assurance and benefits realisation.

2. Our approach – Power of Three: Now, Next and Future

We act as an independent advisor and delivery partner, combining strategic insight with hands-on experience of working in complex, regulated environments.

We bring together a multidisciplinary team spanning cloud, data and digital transformation, alongside practitioners with direct health and care experience who understand the realities of deploying technology in complex frontline operating environments. This ensures our work is practical, safe and sustainable.

Our work is guided by our Power of Three: Now, Next, Future.

- Now: addressing immediate pressures by stabilising services, assuring existing digital and cloud environments, and tackling delivery, performance and risk issues.
- Next: building stronger digital and cloud capabilities through improved architecture, governance, security, service management and supplier oversight.
- Future: shaping innovative operating models and future-ready services that deliver sustainable, long-term value.

Within G-Cloud Lot 3, Channel 3 provides independent cloud support services focused on advisory, assurance and enablement. We do not provide or operate cloud infrastructure or resell cloud services. Instead, we support clients to make informed decisions, manage risk, optimise cost and performance, and build internal capability to govern and evolve cloud services effectively.

We are guided by values of collaboration, integrity and impact. We work side by side with our clients, act as a trusted and independent advisor, and focus relentlessly on delivering outcomes that make a measurable difference.

3. Service description – clinical and departmental system services

Channel 3 provides services to help healthcare organisations justify, procure, implement, assure and optimise clinical systems, while redesigning clinical workflows/pathways, including PAS, EPR/EHR, Shared Care Records and departmental systems – EDMS, LIMS, RIS/PACS and EPMA. Our structured approach ensures clinical, operational and technical delivery is safe and well governed.

Example clinical and departmental systems supported include:

- Patient Administration System (PAS)
- Electronic Patient Record (EPR)
- Electronic Health Record (EHR)
- Shared Care Record (ShCR)
- Connected Care Record (ConCR)
- Clinical Decision Support System (CDSS)
- Clinical Portal system
- Electronic Document Management System (EDMS)
- Laboratory Information Management System (LIMS)
- Radiology Information System (RIS)
- Picture Archiving and Communication System (PACS)
- Electronic Prescribing and Medicines Administration (EPMA)
- Digital pathway management systems
- Specialist systems in Maternity, Theatres, and A&E

4. Service features and benefits

Features

1. Strategic advisory to set programme direction and align objectives.
2. Structured support for preparing, refining SOC, OBC and FBC, in line with HM Treasury standards.
3. Critical-friend challenge to strengthen programme decisions and reduce risk, testing assumptions and improving delivery confidence.
4. Preparation and advisory for internal and external assurance reviews, including Health Gateway and IPA Gateway processes.
5. Structured delivery planning, governance and mobilisation, supporting programme readiness.
6. Clinical, operational, digital, leadership, PMO, change and engagement expertise throughout implementation.
7. Comprehensive operational readiness planning, including workforce preparation, risk management, go-live assurance, and cutover execution.
8. Structured assessment of system use, user experience, workflow performance to identify optimisation opportunities.
9. Targeted training and productivity interventions to increase system utilisation, improve user confidence, and enhance clinical and operational outcomes.
10. Ongoing support to accelerate and sustain benefits, combining benefits management, workflow and pathway optimisation, performance analytics, continuous improvement, and alignment with strategic priorities.

Benefits

1. Greater clarity on strategic priorities and investment decisions, enabling more confident long-term planning.
2. Stronger, more defensible business cases that improve the likelihood of internal and external approval.
3. Increased confidence in programme decisions through objective challenge and early identification of risks.

4. Reduced assurance risk through prepared teams and smoother gateway reviews.
5. Faster mobilisation and improved delivery readiness through structured planning and clear governance, aligned with Channel 3's Now,Next&Future framework.
6. More reliable programme delivery with experienced leadership and specialist support embedded throughout implementation.
7. Safer and smoother go-lives through improved workforce preparation, clearer roles, and proactive risk management.
8. Clear insight into system/workflow improvements enabling targeted change.
9. Higher user adoption and productivity, leading to better use of technology and improved clinical and operational outcomes.
10. More sustainable benefits realisation through continuous improvement, better processes, and alignment to strategic goals.

5. Our experience

Channel 3 has a strong track record of implementing clinical and departmental system solutions for NHS trusts and boards, including complex programme delivery across multiple stakeholder organisation. We have:

- Supported NHS organisations with requirements definition, procurement, supplier evaluation, and contract management, ensuring selected solutions met clinical and operational needs.
- Delivered end-to-end implementation and assurance of clinical and departmental systems across acute, community services, mental health, integrated care, and specialist services.
- Led clinical workflow redesign and optimisation, aligning new systems to best practice pathways and improving operational efficiency.
- Managed data migration, data quality improvement, and integration planning, ensuring accurate and safe information flow across clinical and departmental systems.
- Designed and delivered clinical and operational readiness programmes, including training, super-user models, scenario testing, cutover planning, and go-live.

- Provided robust programme, change, and adoption management, enabling safe, timely go-lives with strong clinical engagement and sustained system use.
- Established benefits realisation frameworks to track improvements in patient flow, productivity, data quality, and reductions in administrative burden.

Across these engagements, we have consistently worked side by side with clinical, operational and digital leaders to ensure programmes are safe, well governed, and deliver sustained improvement in system use and outcomes

6. How we work

We work collaboratively and side by side with client teams. Our aim is always the same: to leave organisations more confident, more capable, and better positioned to deliver lasting change.

Commitment to quality

Our work is supported by recognised standards including Cyber Essentials, ISO 27001, ISO 20000 and ISO 14001, giving clients confidence in our security, service management and environmental practices.

Quality assurance runs through every stage of delivery. We use clear governance, defined checkpoints and senior-led reviews to keep programmes on track. Client feedback is captured through structured loops and regular step backs so we can adapt quickly and maintain momentum.

Our focus is on delivering measurable outcomes. We work with clients to define what success looks like and track benefits throughout delivery, ensuring real and sustained impact.



**Providing independent, delivery-focused
cloud support services for**
public sector organisations navigating
complex change.

www.channel3consulting.co.uk