



Electronic Patient Record (EPR) Cloud Solution Design, Implementation and Optimisation

G-Cloud 15 Service Definition Document

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Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	4
4	Contact Details	7

1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.



Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Electronic Patient Record (EPR) Cloud Solution Design, Implementation and Optimisation

Deloitte provides support services for healthcare providers to implement and optimise cloud-based EPR solutions including Epic, Oracle Health and others. We support EPR programme scoping design implementation, operational transformation and benefits realisation. This includes business cases, requirements gathering and procurement support, technology and business architecture strategies, implementation assurance, implementation support including change, training and programme management, as well as post-live support including designing target operating models for related services and optimisation of clinical service operations enabled by the EPR solution.

Deloitte supports healthcare organisations throughout the entire EPR lifecycle, from defining a vision to optimising live solutions, helping them align with the NHS's vision for a patient-centred, digitally enabled, and sustainable health service. Our EPR Roadmap enables organisations to successfully secure funding, digitise services, realise benefits, and enhance interoperability. This includes:

- Vision: Developing digital and data strategies to define organisational goals and priorities.
- Planning: Selecting the right technologies, securing funding, and creating a robust implementation plan.
- Implementation: Delivering successful EPR implementations with enhanced operational, clinical, and patient management capabilities.
- Operation and Optimisation: Maintaining and optimising live solutions whilst introducing advanced capabilities such as AI, RPA, and population health management.

Features

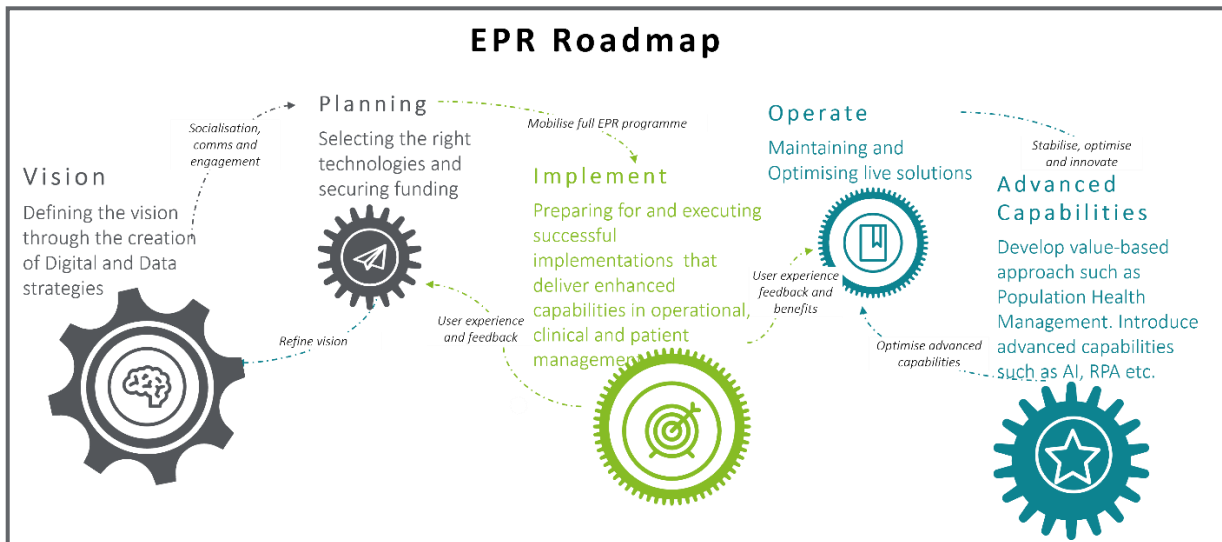
- Specialist support for EPR strategy, business cases and supplier procurement
- Specialist support for EPR process design and configuration
- User-centric services redesign and optimisation (patients and staff engagement)
- Implementation leadership, management tools and methodologies
- Cloud hosting strategies, architecture definition, master data strategies and related project plans
- Design and implementation of reporting, analytics and population health solutions
- Implementation support, including training and change management
- Care pathway redesign, aligned with EPR optimisation roadmaps and associated cost improvement plans

Benefits

- Rapid, safe deployment of Cloud EPR solutions using proven methods
- Access our leading global capability in the full EPR lifecycle
- Integrated clinical, operational, business and technical expertise
- Alignment to analytics-based transformation including population health
- Our clinical and operational experts work seamlessly with your team
- Expertise in all major suppliers including Oracle Health and Epic
- Deep NHS experience in EPR implementation and transformation
- Expertise in health specific cyber security and information governance
- Assurance services to manage risk, quality of delivery and outcomes
- Support with post-live optimisation, including workflow redesign, benefits realisation, and advanced analytics

3 Detailed Service Description

Through the EPR deployment and delivery lifecycle, Deloitte can support healthcare providers to successfully secure funding, digitalise their services, realise benefits and enhance interoperability with partners, enabling digital transformation.



Planning

We understand what it takes to successfully deliver transformation in a healthcare setting. We help plan and deliver projects with a primary focus on safety, staff and patient needs, and quantitative and qualitative benefits delivery, and with established strategies for implementing and maintaining a Cloud based EPR solution.

We offer the following activities:

- Validating policy, clinical, operational and financial goals, and refining the business case
- Completing a Discovery to identify user needs, risks, dependencies and solution options
- Development of Output-Based Specifications (OBS) to capture EPR requirements, informed by patient journeys and clinical workflows
- Current state digital maturity and future model of care analysis to document detailed requirements and operating model implications
- Development of EPR business cases and programmes for cloud migration, aligned with NHS digital transformation goals
- Planning and delivering your programme
- Prioritising safety and outcomes
- Planning and delivering a Live product that is continuously improved. Our planning takes account of:
 - User-centric design, enhancing safety and patient experience
 - Scalable and hybrid training
 - Dependencies on third parties and legacy systems
- Planning for integration across acute, community, and primary care settings to enable seamless data sharing and interoperability
- Defining integration strategies
- Integration to national NHS systems and standards (e.g. SPINE, FHIR)
- Integration to partner systems (e.g. LCR, HIE, third party LIMS)
- Organisational risk appetite, constraints and opportunities
- Regulatory requirements
- User research and user testing strategies
- Service assessment and governance needs
- Commercial approaches to implementation and ongoing support

Setup and migration

Our service helps healthcare providers to buy solutions in the cloud and move from existing services (either cloud or non-cloud) onto cloud solutions.

We support buyers with:

- ensuring the overall solution design remains user and patient-centric
- Supporting selection of appropriate cloud products and modules to meet their business needs
- Business migration planning (e.g. support models, transition planning, user needs)
- Development of hosting strategies and cloud migration plans, including vendor assessment and cloud architecture design
- Data migration and integration planning (e.g. master data strategy, migration planning and execution)
- Technical planning (e.g. solution architecture design and validation)
- Change management (user engagement, process redesign, role-based user-training, documentation of processes)
- Test management (issue tracking and resolution)
- Conducting readiness assessments to evaluate EPR and digital landscape preparedness, identifying gaps and providing actionable recommendations to ensure go-live readiness
- Transition support (governance, communications, floorwalking, control centre setup and staffing)
- Early Life Support (adoption support and issue resolution)
- Post-go-live stabilisation support, including governance setup, workflow optimisation, and benefits tracking to ensure sustained adoption and system performance
- Vendor Management support (providing insight and experience on vendor capabilities, responsibilities and relationship management during implementation and transition)
- Business Continuity and Disaster Recovery planning and documentation

Training

We provide three types of training support to buyers:

1. Training to project team members to build clients' internal capability, including peer-to-peer support, paired programming, on-the-job coaching and training about delivery methods, and delivery in mixed teams.
2. Training to other business stakeholders such as Product Owners, Project Directors, faculty/admin users and PMOs about effective delivery behaviours and success factors.
3. Training to end users, such as developing face to face, hybrid and online training; managing facilities setup, scheduling, booking, logistics and progress monitoring for large scale user numbers, delivering face-to-face training, creating guidance documents. Design and delivery of Just-in-Time (JIT) training strategies and BAU training for large-scale EPR implementations. We work closely with team members as appropriate to provide wrap around support where you need it most to ensure a successful training programme and a confident user base. This in turn supports a safe and effective go live and accelerated adoption and compliance.

Quality assurance and performance testing

Our service helps healthcare providers to deliver high quality solutions. This includes:

- Quality assurance of plans, designs, architectures and solutions
- Providing delivery management expertise to mitigate implementation risk and prioritise safety
- Providing technical and business expertise for high quality services and outcomes
- Defining delivery strategies with embedded quality approaches
- Designing and supporting performance testing for services during design, build and release (during implementation, transition and live phases)
- Designing ongoing quality monitoring approaches and tools including analytics capabilities to monitor user compliance and effectiveness
- Designing and developing Benefits management strategies and plans

Ongoing support

We provide support for EPR packages including Oracle Health, Epic and other EPR solutions. The exact scope of support services is agreed on a case-by-case basis to match buyer needs, and can include:

- First line support for users
- Second- or third-line support for users
- Ticket tracking and resolution
- Continuous delivery of bug fixes and enhancements
- Monitoring of user feedback, and maintenance of a backlog of enhancement / improvement needs
- Continuous improvement services to address further needs
- Upgrade Management

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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