

Systems Expertise

Service Overview

Ideal Health provides strategic systems expertise and advisory services to NHS organisations and private healthcare providers embarking on, or refining, their digital health and Electronic Patient Record (EPR) journeys.

Our consultants bring extensive experience in shaping system strategies, readiness assessments, governance frameworks, and implementation roadmaps across a wide range of digital health environments.

This service supports organisations in making informed, structured, and sustainable decisions regarding their digital health ecosystem covering EPR, EPMA, PAS, LIMS, RIS, PACS, and shared care record solutions while aligning with wider organisational, clinical, and operational goals.

Service Features

- **Digital System Strategy Development:** Advisory on defining or refining the organisation's digital system strategy, ensuring alignment with national policy, clinical priorities, and operational requirements
- **EPR and Digital Health Planning:** Creation of strategic implementation plans and business cases, ensuring readiness, affordability, and deliverability of digital health programmes
- **Governance and Structure Design:** Establishment of programme and decision-making frameworks, steering groups, and assurance models to enable accountable and transparent delivery
- **System Assessment:** High-level review of existing clinical and administrative system portfolios (EPR, PAS, LIMS, RIS, PACS, EPMA) to identify duplication, integration gaps, and improvement opportunities
- **Procurement and Vendor Strategy Support:** Guidance on system selection, procurement options, and vendor engagement to support compliant and value-based decision-making
- **Digital Maturity and Readiness Assessment:** Evaluation of organisational maturity, capacity, and capability using frameworks such as HIMSS, NHS Digital Readiness, and Ideal Health's internal readiness models
- **Roadmap and Future-State Design:** Development of strategic roadmaps and implementation frameworks that provide structure and phasing for complex multi-system programmes
- **Optimisation and Benefits Realisation Planning:** Support in defining post-go-live optimisation plans, performance metrics, and benefits frameworks to measure outcomes and inform reinvestment

Service Benefits

- Strategic clarity across multiple systems and care settings, ensuring investments align with organisational objectives
- Improved decision-making and governance through structured frameworks and evidence-based recommendations
- Reduced programme risk by addressing readiness, interdependencies, and sequencing early
- Clear alignment with NHS digital priorities, including interoperability, patient safety, and sustainability
- Better value for money through informed system selection and roadmap planning
- Improved collaboration between clinical, operational, and digital teams through shared strategy and vision
- Sustainable long-term planning supported by experienced advisors with deep knowledge of NHS transformation programmes

Supported Systems and Care Settings

This service supports acute, community, mental health, and primary care organisations, focusing on strategic planning and readiness across:

EPR, EPMA, PAS, LIMS, RIS, PACS, and shared care record systems.

Client-Side Responsibilities

- Access to the client-side stakeholders required for delivery of this service.
- Access to equipment, domains and files required for delivery of this service.