

AI Services

Ideal Health supports NHS organisations, Integrated Care Systems (ICSs), and care providers to safely and effectively adopt Artificial Intelligence (AI) technologies from strategy and business case development through to implementation, benefits realisation, and governance.

Our AI services are developed in accordance with NHS AI guidelines and the NHS Ten Year Health Plan. We help organisations harness AI tools such as Microsoft Copilot to achieve measurable productivity gains, workforce efficiencies, and improved patient outcomes while ensuring compliance, safety, and sustainability.

Service Features

- AI Strategic Framework - Development of board-ready AI strategies aligned to NHS priorities, including maturity assessment, use-case identification, and implementation planning
- AI Benefits Framework - Evidence-based ROI modelling and benefits tracking for AI projects (including Microsoft Copilot), supporting robust business cases and post-implementation measurement
- AI Readiness and Maturity Assessment - Evaluation of organisational readiness across digital, data, and workforce domains using WGLL and AI maturity benchmarks
- Governance, Safety and Compliance - Development of AI governance frameworks addressing clinical safety (DCB0129/0160), data protection, and ethical use of AI
- Microsoft Copilot Implementation Services - End-to-end support for Copilot deployment, including technical setup, user training, change management, prompt libraries, and benefits realisation dashboards
- Change Management and Workforce Enablement - Training, adoption support, and capability building to embed AI safely and sustainably across clinical and corporate functions
- Benefits Tracking and Optimisation - Delivery of customised benefits dashboards and reporting frameworks to evidence impact and support ongoing optimisation
- Managed Service Option - Flexible support model including programme management, clinical safety assurance, and benefits tracking as a service

Service Benefits

- Estimated 5–15% annual productivity gains and up to 4–6 hours per clinician per week saved through AI-enabled automation
- Evidence-based business cases supporting confident investment and funding bids
- Enhanced clinical safety and governance with compliant, transparent AI use
- Improved workforce efficiency and reduced administrative burden
- Accelerated adoption of Microsoft Copilot and AI tools aligned with NHS strategy
- Better decision-making through data-driven insights and real-time benefits tracking
- Sustainable transformation and capability development across digital teams
- Reduced duplication, increased resilience, and alignment with NHS interoperability standards

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