



**NHS Data Platform Integration & Exploitation
Enablement (FDP-aligned)
Service Definition Document
G-Cloud 15**

morson **EDGE**

NHS Data Platform Integration & Exploitation Enablement (FDP-aligned)

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for NHS Data Platform Integration & Exploitation Enablement (FDP-aligned)

We support NHS organisations to integrate, configure, and exploit modern data platforms to deliver transformed operational and clinical insight. We deliver FDP-aligned, multi-platform data integration, interoperability, and analytics enablement – connecting core NHS systems and national services while preserving full organisational ownership, governance, and accountability.

- **Discovery:** Discovery and preparation activities establish priority data and interoperability use cases, including operational flow, waiting lists, access, referrals, diagnostics, caseloads, workforce capacity, and system-level reporting. Outputs define existing EPR, case management, diagnostics, national service integrations, data quality constraints, and governance requirements.
- **Data integration:** Data integration and interoperability enablement focuses on configuring ingestion, transformation, and orchestration pipelines using standards-based approaches. We deliver FHIR and API-led integration across Booking, Appointments and Referrals (BAR), triage workflows, and connectivity to NHS Spine services including PDS, e-RS, EPS, and SCRa, where applicable.
- **Analytics and insights:** We deliver dashboards, reports, and analytical views that provide operational and clinical oversight across patient flow, elective recovery, access management, diagnostics throughput, and system performance, while ensuring accountability and ownership of decisions remain with the organisation.
- **AVT & AI Scribe:** Integration with AVT and AI scribe outputs is supported where required, enabling data generated by ambient voice technology and AI tools to be integrated into analytics and reporting environments, while maintaining appropriate governance and human oversight.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, data flow mapping, role-based access configuration, and audit logging to ensure compliance with UK GDPR, NHS information governance standards, and national service assurance requirements.
- **Adoption:** We support clinicians and teams to embed new technologies into daily workflows through training, guidance, and change support, ensuring consistent uptake and sustainable value from system investments.
- **Optimisation:** Transition to run-state includes enabling monitoring, refresh processes, and optimisation of pipelines, integrations, and analytics as service needs evolve over time.

Our project management and delivery approach for NHS Data Platform Integration & Exploitation Enablement (FDP-aligned) provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide performance improvement consultancy, clinical decision-making, pathway redesign, or outsourced analytics services. Ownership of data, integrations, governance approvals, and statutory responsibilities always remain with the customer.

Service Features

- FDP-aligned data platform enablement, including Palantir Foundry where applicable.
- Multi-platform data integration (Microsoft Fabric/Databricks/Snowflake/Synapse Analytics).
- Standards-based interoperability using FHIR/API-led integration patterns.
- Integration across Booking, Appointments and Referrals (BAR).
- Enablement of interoperability with NHS Spine services (PDS/e-RS/EPS/SCRa).
- Secure integration with NHS systems (EPRs/PAS/diagnostics/case management platforms).
- Configuration of data ingestion, transformation, and orchestration pipelines.
- Integration of structured and unstructured data, including AVT/AI scribe outputs.
- Data quality profiling, monitoring, and remediation enablement.
- Operational dashboards, reporting, and analytical views.
- Role-based access controls, audit logging, and environment configuration.
- Information governance, DPIA support, UK GDPR alignment.

Service Benefits

- Improved interoperability across clinical/operational/national NHS systems.
- Reduced duplication/manual data handling across referral/booking/diagnostic workflows.
- Faster access to integrated, reliable operational and clinical insight.
- Improved data quality across EPR/case management/diagnostic systems.
- Safer, governed use of sensitive NHS data and national services.
- Increased value from FDP, data platform, and AI investments.
- Scalable insight supporting Trust, Place, and ICB decision-making.
- Stronger foundations for AI, automation, and productivity enablement.

Exit, Transfer, and Portability

- All data, pipelines, integrations, and dashboards always remain the property of the customer.
- Integration logic, configurations, and documentation can be exported in standard formats.
- Supplier transitions and internalisation of capabilities remain entirely unrestricted.
- Exit does not require ongoing paid support or proprietary tooling.

Pricing is published transparently within the G-Cloud pricing schedule and is based on defined service units, with associated day-rate transparency where applicable.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



Contact

Andy Wadsworth – G-Cloud Account Director

Andy.wadsworth@morson.com

+44 (0) 7779 127 447

morson-edge.com/skills/technology/