



NHS AI Adoption & Clinical Productivity Enablement

Service Definition Document

G-Cloud 15

morson **EDGE**

NHS AI Adoption & Clinical Productivity Enablement

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 AI Adoption & Clinical Productivity Enablement

We support NHS organisations in the safe adoption, integration, and optimisation of buyer-selected AI tools across their technology estate. We accelerate transitions from pilot projects to fully integrated operations across clinical, diagnostic, and corporate settings, whilst always retaining robust human oversight, governance controls, and clear accountability.

- **Discovery:** Discovery and preparation activities assess which AI tools are deployed, licensed, or planned, and how they are used in clinical, diagnostic, operational, and corporate contexts. Outputs enable understanding of governance constraints, data flows, system touchpoints, and adoption barriers.
- **Clinical engagement:** Where required, structured clinician-led discovery sessions are conducted to evaluate existing as-is workflows across referral, triage, booking, treatment, and discharge. We collaborate with buyers to identify safe, appropriate touch points where AI can support productivity, documentation, communication, and coordination without altering clinical decision-making or redesigning care pathways.
- **Configuration:** Configuration and enablement activities (configuring prompts, templates, permissions, and workflow touchpoints) are designed to ensure that AI-generated outputs are reviewable, auditable, and appropriate to their context. Enablement supports use cases such as clinical correspondence, diagnostics reporting, MDT preparation, laboratory administration, operational reporting, and corporate productivity.
- **Integration enablement:** Integration enablement supports the safe insertion of AI outputs into existing systems to include EPRs, case management platforms, LIMS, pathology systems, imaging systems, and operational tools. Integration does not automate clinical decisions or diagnostic interpretation and always requires human review and sign-off.
- **Safety and governance:** AI-enabled workflows are implemented with rigorous attention to clinical safety and information governance, ensuring full compliance with NHS standards and protected patient outcomes. We support customer-led assurance through DPIA preparation, data flow mapping, access controls, and audit logging. Guidance is provided on appropriate usage, human oversight, limitations of AI tools, and safe operating practices.
- **Adoption:** AI workflows are always deployed with adoption and sustainability in mind. We work closely with buyers to embed new practices into daily operations. We deliver training, robust governance, and continuous performance monitoring to ensure high-quality outcomes and sustainable value that extends beyond pilot initiatives into routine practice.

- **Optimisation:** Data-driven insights, performance monitoring, and continuous iterative refinement ensure processes evolve in line with clinical needs, operational goals, and emerging best practice techniques.

Our project management and delivery approach for NHS AI Adoption & Clinical Productivity Enablement 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 clinical pathway redesign, AI strategy consultancy, diagnostic decision-making, or autonomous AI operation. Ownership of clinical decisions, governance approvals, and statutory responsibilities always remains with the customer.

Service Features

- Adoption/enablement of buyer-selected AI tools deployed/licensed within the NHS.
- Configuration and optimisation of Copilot-style productivity tools for clinical/operational/corporate teams.
- Enablement of AI-assisted drafting, summarisation, reporting, task support.
- Adoption support for Ambient Voice Technology and AI scribe tools.
- AI integration within EPRs, case management systems/diagnostics platforms/operational workflows.
- Productivity enablement for diagnostics, pathology, laboratory (LIMS), imaging services.
- Clinician-led discovery to support safe AI adoption within existing pathways.
- Workflow mapping across referrals, triage, booking, treatment, discharge.
- Role-based access controls, audit logging, usage monitoring configuration.
- Information governance, DPIA support, UK GDPR alignment.
- Pilot-to-scale rollout support and usage optimisation.
- Training and adoption enablement for clinical, diagnostic, operational, corporate users.

Service Benefits

- Faster transition from AI pilots to routine operational use.
- Improved productivity for clinicians, diagnostics teams, operational staff.
- Safe, consistent use of AI-enabled tools within existing care pathways.
- Better value from existing AI and enterprise productivity investments.
- Reduced administrative burden across clinical and diagnostic services.
- Improved consistency of documentation, reporting, and correspondence.
- Understanding of where AI can safely support end-to-end workflows.
- Greater confidence in adopting new AI tools to accelerate efficiency.
- Reduced reliance on external exploration or analytics teams.
- Future-ready approach to AI adoption across the NHS.

Exit, Transfer, and Portability

- All data, configurations, and AI-generated outputs remain the property of the customer.
- Configuration artefacts, templates, and guidance can be retained/reused.
- Supplier transitions and internalisation of capabilities remain entirely unrestricted.
- Exit does not require ongoing paid support or proprietary tooling.

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/