



**NHS FDP Feature Development & Integration –
Community & Mental Health
Service Definition Document
G-Cloud 15**

morson **EDGE**

NHS FDP Feature Development & Integration – Community & Mental Health

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 FDP Feature Development & Integration – Community & Mental Health

We support NHS Mental Health Trusts, Community Providers, and Place-based Partnerships to design, configure and deploy FDP applications and integrations tailored to non-acute care settings. Our approach facilitates FDP feature development and secure integration with EPR and case management systems used in mental health and community services.

- **Discovery:** Discovery and preparation activities assess priority operational use cases such as referral demand, waiting list management, caseload visibility, workforce capacity, pathway variation, and outcomes monitoring. We evaluate existing EPR and case management landscapes, data quality constraints, and local governance requirements. Discovery outputs define the scope of FDP application features, views, and integrations.
- **Configuration:** Feature enablement focuses on configuring FDP applications such as operational dashboards, caseload views, pathway tracking, demand forecasting, and service performance packs. Features are configured within the FDP environment using buyer-approved data models and access controls.
- **Integration:** Integration activities focus on systems commonly used in mental health and community services, including Rio, System C CareFlow, SystmOne, EMIS, Liquidlogic, and Mosaic. Data ingestion and transformation logic is configured to support joined-up views across health and social care interfaces where appropriate, while respecting data sharing agreements and governance boundaries.
- **Adoption:** Adoption and sustainability are supported through user onboarding, configuration guidance, and technical documentation to enable internal teams to operate FDP applications confidently. We support transition to run-state through configuration handover, monitoring enablement, and optimisation of refresh and access patterns.
- **Optimisation:** We continuously monitor system performance and refine FDP configurations to support evolving mental health and community care priorities

Our project management and delivery approach for NHS FDP Feature Development & Integration – Mental Health & Community 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 decision-making, pathway redesign, or operational ownership.

Service Features

- Palantir FDP/Foundry application feature development for mental health/community care.
- Configuration of pathway, caseload, and demand management views.
- Integration with EPRs including Rio, System C CareFlow, SystmOne, EMIS.
- Integration with case management systems including Liquidlogic, Mosaic.
- Support for community/CAMHS/adult mental health/learning disability/integrated neighbourhood teams.
- Secure data ingestion, transformation, and model configuration.
- Role-based access controls, audit logging, environment configuration.
- DPIA, information governance, data protection alignment.
- Trust, Place, Provider Collaborative deployment models.

Service Benefits

- Accelerates value from FDP investments in mental health and community services.
- Improves visibility of caseloads, referrals, demand, and pathway performance.
- Enables joined-up insights across health and social care boundaries.
- Reduces manual reporting burden for clinical and operational teams.
- Improves data quality, consistency, and timeliness across community systems.
- Supports safer decision-making using trusted, governed data views.
- Enables scalable analytics for CAMHS, adult mental health, and community teams.
- Supports place-based and provider collaborative operating models.
- Improves workforce capacity planning and service performance monitoring.
- Provides delivery assurance for complex multi-system FDP integrations.

Exit, Transfer, and Portability

- All data and FDP artefacts remain customer-owned.
- Configuration and integration assets can be explored.
- No supplier lock-in or ongoing dependency.

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/