



NHS FDP Feature Development & Integration

– Acute & ICB

Service Definition Document

G-Cloud 15

morson **EDGE**

NHS FDP Feature Development & Integration – Acute & ICB

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 – Acute & ICB

We support NHS Acute Trusts and ICBs to configure FDP applications and integrations that enable system-wide operational oversight. Our approach facilitates Palantir FDP feature development and secure integration with acute EPRs and core systems, providing actionable insights on patient flow, capacity, performance, and population health.

- **Discovery:** Discovery and preparation activities assess priority use cases such as patient flow, bed capacity, elective recovery, diagnostics backlog, theatre utilisation, and system-wide demand management. We evaluate acute EPR landscapes, PAS and scheduling systems, data latency requirements, and ICB-level aggregation needs. Discovery outputs define the scope of FDP application features, views, and integrations.
- **Configuration:** Feature enablement focuses on configuring FDP applications such as flow dashboards, capacity views, elective recovery packs, performance summaries, and cross-Trust comparison views. Features are configured within the FDP environment to support operational decision-making without transferring accountability or ownership.
- **Integration:** Integration activities focus on acute EPRs and core hospital systems including Epic, Cerner Millennium, Oracle Health, PAS, theatres, diagnostics, and scheduling platforms. Data ingestion and transformation logic is configured to support near-real-time and batch use cases across Trust and system boundaries, aligned to local governance and assurance requirements.
- **Adoption:** Adoption and sustainability are supported through user onboarding, configuration guidance, and technical documentation to enable Trust and ICB 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 monitor system performance and refine FDP configurations as NHS objectives, digital capabilities, and long-term operational priorities evolve.

Our project management and delivery approach for NHS FDP Feature Development & Integration – Acute & ICB 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, operational management, or outsourced analytics delivery.

Service Features

- Palantir FDP/Foundry application feature development for acute/system-level use cases.
- Configuration of flow, capacity, elective recovery, operational performance views.
- Integration with acute EPRs including Epic, Cerner Millennium, Oracle Health.
- Integration with PAS, scheduling, diagnostics, theatre systems.
- ICS and ICB-level aggregation and cross-Trust views.
- Secure data ingestion, transformation, and model configuration.
- Role-based access controls, audit logging, environment configuration.
- DPIA, information governance, and data protection alignment.
- Multi-Trust and system-wide deployment models.

Service Benefits

- Accelerates value realisation from Palantir Foundry investments across acute settings
- Improves integration between EPRs, data platforms, and operational systems
- Enables clinically meaningful applications built on trusted, governed data
- Supports ICB-level population health and system-wide operational insight
- Reduces reliance on manual reporting and fragmented analytics solutions
- Improves data quality, consistency, and timeliness across acute providers
- Enables reuse of FDP features and data products across Trusts and ICBs
- Strengthens decision-making for operational, clinical, and planning teams
- Supports safe scaling of analytics and AI use cases
- Provides delivery governance and assurance for complex multi-system integrations

Exit, Transfer, and Portability

- AI 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

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