



**NHS Frontline Digitisation Enablement –
Community & Mental Health
Service Definition Document
G-Cloud 15**

morson **EDGE**

NHS Frontline Digitisation Enablement – 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 Frontline Digitisation Enablement – Community & Mental Health

We support NHS Community and Mental Health providers in digitising frontline clinical work by enabling mobile devices, applications, and workflows for staff delivering care outside hospital settings. Our approach ensures the safe configuration, integration, and adoption of buyer-selected digital tools – enhancing productivity, data quality, and patient outcomes.

- **Discovery:** Discovery and preparation activities assess current frontline workflows, visit types, documentation requirements, device availability, connectivity constraints, and governance requirements. Working with community nurses, mental health practitioners, and multidisciplinary teams, we map existing workflows, assess current devices and applications, and evaluate data capture, integration, and reporting requirements to define a scoped digitisation approach aligned to local nuanced needs.
- **Configuration:** Configuration and enablement activities focus on setting up mobile devices and applications to support safe, efficient frontline community working. We configure community EPR platforms including SystmOne, EMIS Web (Community), RiO, and Lorenzo, alongside mobile and point-of-care applications such as Brigid, to support in-visit documentation, task and caseload management, clinical workflows, and secure access to relevant patient records. Role-based access controls, authentication methods, mobile device management, and audit logging are configured to ensure secure, compliant use aligned to NHS information governance requirements.
- **Workflow enablement:** Workflow enablement supports the practical realities of community and mental health care, including home visits, clinics, virtual contacts, and multidisciplinary working. Where supported by the selected platforms, integrations are configured to reduce duplication between scheduling, case management, and documentation activities.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, device security configuration, user access controls, and data handling practices aligned with UK GDPR and NHS information governance requirements. Consideration is given to offline or low-connectivity scenarios to support safe, secure usage in community settings.
- **Adoption:** Adoption and sustainability are addressed through role-based training, user guidance, and on-the-ground adoption support. Training focuses on safe and effective use of devices and applications, including how to record information during visits, manage sensitive conversations, and ensure records remain accurate and complete.
- **Optimisation:** Transition to run-state includes configuration handover, documentation, and support for internal teams to maintain and extend the digitised frontline model.

Ongoing optimisation focuses on refining configurations and workflows within the selected platforms as service needs evolve.

Our project management and delivery approach for NHS Frontline Digitisation Enablement – Community & Mental Health 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, workforce transformation consultancy, device procurement, or outsourced service delivery. Ownership of clinical decisions, workforce management, and statutory responsibilities always remains with the customer.

Supported Frontline & Mental Health Systems

- Mental health EPRs and clinical systems including Rio, System C CareFlow, SystmOne, EMIS Web, and PCMIS.
- Community care platforms including TPP SystmOne Community and EMIS Community.
- Specialist systems supporting CAMHS, IAPT, crisis and urgent care, talking therapies, and learning disability services.
- Mobile-enabled modules and applications supporting in-visit documentation and task management.
- Scheduling, visit management, and workforce coordination tools used by community and neighbourhood teams.
- Integration with referral, document management, correspondence, and clinical coding workflows.

Service Features

- Frontline digitisation enablement for community and mental health services.
- Support for mobile device rollout (laptops, tablets) for clinical staff.
- Configuration/adoption support for SystmOne and associated applications, including Brigid.
- Enablement of mobile workflows for nurses/AHPs/mental health practitioners/community teams.
- Secure configuration of access, authentication, role-based permissions.
- Integration with case management, scheduling, documentation workflows.
- Information governance, DPIA support, data protection alignment.
- Offline and low connectivity working considerations.
- Training and adoption support for frontline clinical staff.

Service Benefits

- Increased time spent on frontline patient care.
- Improved quality, completeness, and timeliness of clinical records.
- Reduced duplication and retrospective data entry.
- Improved staff experience for community and mental health teams.
- Increasingly reliable access to patient information in the field.
- Safer, governed use of mobile technology and applications.
- Improved operational visibility of activity and caseloads.
- Foundation for further digital and data-enabled care models.
- Reduced reliance on paper-based or manual processes.
- Improved value from existing case management platforms.

Exit, Transfer, and Portability

- All data, configurations, and AI-generated outputs remain the property of the customer.
- Configuration artefacts and documentation can be retained and reused.
- The service does not restrict supplier change or internalisation of capability.
- 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/