

NHS England and NHS Improvement

Contract Variation:

Contract Title: Innovation Service_User Research and Content 2022

Contract to be varied: North East and North Cumbria (NENC) Academic Health Science Network (AHSN) Master Licence Agreement

The Authority: The National Health Service Commissioning Board (NHS England)
and

The Supplier: North East and North Cumbria (NENC) Academic Health Science Network

Change order number: 01

Date: The changes shall take effect from 1 March 2022

1. Reason for change:

The Authority seeks to invest in development of the NHS Innovation Service and the site www.innovation.nhs.uk. The Service will help to speed up access to innovative products in the NHS and there is potential to showcase or connect with the work of other innovation related workstreams.

The project is underway and has passed the GDS alpha and beta assessments. The service is in private beta and will soon move into public beta.

The project will focus on writing content for the innovator guides and undertaking detailed user research on innovators that have been using or may be the target audience for the service. The aim will be to:

- summarise the experiences of users during the private and public beta phase
- gauge user satisfaction, both qualitatively and quantitatively, to provide assurances that the system is operating effectively
- set priorities for improvements early in the public beta phase
- Explore future functionality improvements
- Update existing content and provide new content as led by user feedback or requested by the AAC team

This will supplement the work of an external supplier that we are intending to procure through a separate business case (BC-11668). This external supplier will focus on technical development and user research associated with this development and preparations for GDS Live assessment.

Most of the development work to date has been undertaken by North East and North Cumbria (NENC) Academic health Science Network (AHSN) under a future licence variation to the master licence. We intend to continue this by setting up a new future licence.

2. Description of change:

The project is running using agile methods and deliverables may vary based on iterative developments.

Key outputs are likely to be:

1. Materials prepared in advance for planned research activities
2. Review and update consent forms and participant information sheets where necessary
3. Booking and administration of activities, including corresponding with participants in a professional manner
4. Leading research sessions
5. Analysing data
6. A report of findings and recommendations
7. Clearly documenting all activities, methods, results and recommendations to support future assessments/audits
8. Check and update existing content with the latest links, descriptions, regulations etc. Liaising with stakeholders in relevant organisations to ensure content is accurate.
9. Create new content for the website innovation.nhs.uk
10. Seek and incorporate stakeholder and user feedback on the new content
11. Edit, and add content to the site using GRAV CMS.
12. Upholding our values of equality, diversity and inclusion

3. Effect on contract price: Contract price will increase by £250,000.

Remarks:

Words and expressions in this Variation shall have the meanings given to them in the Contract.

The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed for and on behalf of

NHS England

Signature:

Name: Adrian Snarr

Position: Director of Financial Control

DocuSigned by:

Adrian Snarr

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Full Name:

Job Title/Role: director of financial control

Date Signed: 24/3/22

Signed for and on behalf of

**North East and North Cumbria
AHSN**

Signature:

N Hutchinson

N Hutchinson (M

Name:

Position: Chief Executive Officer





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Final Audit Report

2022-03-23

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