

Accelerating better care: Digitally-enabled NHS services with Node4

Empowering NHS teams with digital tools and insights to improve outcomes and experiences at every step of care.



NODE4

Introduction

Every day across the NHS, care depends on connection: the right information, in the right hands, at the right moment. Yet paper-heavy steps, siloed systems and stretched capacity still get in the way, adding minutes to decisions and friction to experiences that should feel seamless.

This guide sets out how Node4 helps NHS organisations build that connection: modern, governed data platforms that support FHIR-based interoperability; secure collaboration and low-code tools that simplify capture and approvals; and analytics and AI that convert data into decisions.

It's a practical blueprint for delivering on NHS England's digital ambitions and the Experience of Care improvement approach, one connected pathway at a time.

Kaleidoscope

LeedsHealth Centre for Children & Young People

LeedsHealth Primary Care Trust
South Leicestershire and Rutland Health Trust
Leeds Health of Leicestershire

Thank you for not smoking in our
clinics, buildings and grounds.

What's blocking better outcomes?



Fragmented workflows slow care	Siloed data = poor visibility	Security everywhere, simplicity nowhere	Experience varies, feedback loops are weak
<p>Paper, email and shared drives create re-keying and delays and clinical images often sit on devices or inboxes with unclear consent or ownership.</p>	<p>Disconnected EPRs and legacy estates hide the full picture. Reports conflict and decisions stall.</p>	<p>Sensitive clinical data and HSCN connectivity demand end-to-end controls and clear demarcation delivered without extra clicks for frontline teams.</p>	<p>Without systematic listening, analysis and learning, good practice stays local, and variation widens, draining staff time and morale.</p>

The pressing need for change

NHS England: digitise → connect → transform.

Following the merger of NHS Digital into NHS England, NHSE now designs and operates national data infrastructure and has set a clear three-step direction of travel: digitise core services, connect systems and records, then transform pathways so people access the right care faster. Priorities include levelling up digital maturity in Trusts, putting shared care records in place, and publishing target architectures that explain how national and local data/services should fit together.

Experience of care improvement framework

To put experience on an equal footing with safety and effectiveness, NHSE's framework gives boards and ICSs a practical diagnostic across five sections, including leadership, organisational culture, collecting feedback, analysing feedback, and learning for improvement, with a maturity matrix (from insufficient progress to excelling) to baseline and track progress over time.



Our approach

From foundation to frontline



1. **Secure foundations**

We build a single, secure home for your data using Microsoft Fabric. We clean and organise it, set clear rules about who can use it, and make it easy for approved systems to share it using the NHS FHIR standard. If you need the NHS network (HSCN), we connect with you safely and make responsibilities crystal clear.

2. **Connected clinician & patient journeys**

We design simple apps and portals in Microsoft 365 that replace paper and email. Staff can capture information, including photos and consent, on a phone or tablet, approvals happen automatically, and updates appear where teams already work. For clinical photos, we follow the approach of our Galerie app: images are encrypted, owned by the Trust, and linked to the NHS Spine so they travel with the patient record not via inboxes.

3. **Security and compliance built-in**

We make sure only the right people can see the right information, add secure sign-in and permissions, and protect data when it's stored and when it moves. We monitor issues and keep full audit trails. Where HSCN is involved, we spell out exactly who's responsible for what.



Lewisham and Greenwich
NHS Trust

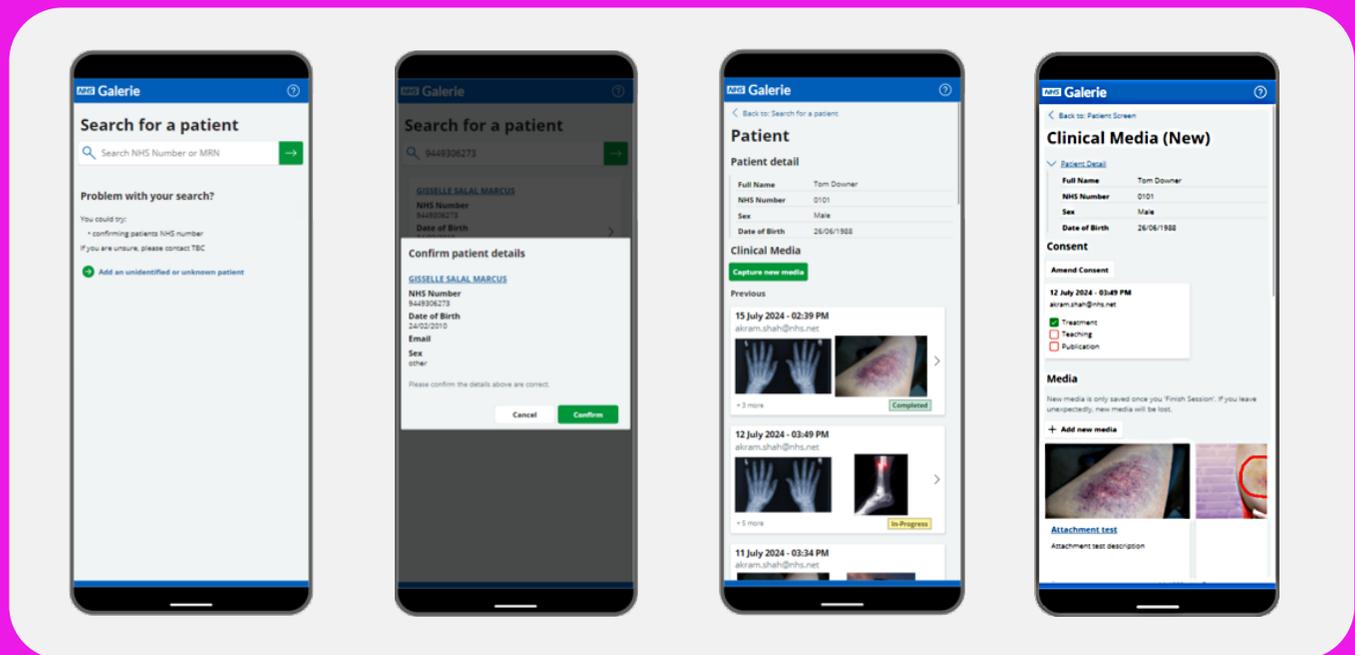
Capturing and sharing clinical media with Galerie

Clinical photography underpins decisions across dermatology, tissue viability, plastics and community services, but images can often be trapped on devices or inboxes, with unclear consent and ownership, and limited access outside office hours. This can slow down decisions and introduces risk.

Introducing the Galerie app



Co-designed with Lewisham & Greenwich NHS Trust, Galerie is a secure mobile clinical photo capture and sharing application built on Microsoft Cloud with Dataverse and NHS Spine integration. Images are encrypted, trust-owned and fully auditable, with administrative controls for oversight and retention.



Design choices that matter

EPR-independent: Works regardless of EPR vendor changes, avoiding re-builds or lock-in.

User-independent: Media stays with the Trust if a clinician leaves, no data loss or shadow stores.

Retention-compliant & consent-aware: Trust controls for storage and records management, built for governance from day one.

Richer clinical context: Image-level annotation at upload and later by colleagues supports MDT review and longitudinal tracking.

Why it matters for care

Faster decisions, earlier intervention: Secure, spine-aware access means the right people can see the right image quickly, supporting safer, timelier treatment.

Joined-up teams: Dermatology may lead, but the same pathway scales to tissue viability, plastics and community services for a consistent experience.

Less admin, lower risk: No more photos stuck on devices or email; clear ownership, audit and retention reduce duplication and compliance risk.



Lewisham and Gre

Welcome
Queen Elizabeth
Hospital

Transforming employee services at a major NHS Trust

Staff at a large NHS Trust were facing friction when trying to access internal services such as submitting requests, finding information or getting updates. The Trust also had a requirement to bring their HR function in-house to reduce costs, empower staff through self-service capabilities and strengthen their control over data and operations.



The challenge

Moving from multiple outsourced systems to a new, in-house solution is no small feat. Complex data requirements need to be managed along with ensuring everything is secure and working smoothly with existing NHS infrastructure.



Automating with Microsoft technology

Working together, we delivered a modern case management platform built on Microsoft technology to enable staff to submit HR requests, while supporting HR teams in handling and managing these queries. The addition of a knowledge base allows staff to access out information independently, which helps reduce the number of requests made to HR teams and enables them to dedicate more resources to higher-priority tasks.

The Trust uses Microsoft's suite of products and solutions, including Azure infrastructure and integration with existing NHS systems.



Building for the future

Since launch, the project expanded to include Microsoft Fabric for processing data from various NHS sources, and integration with the Copilot suite for automated, rapid responses to pay queries, data analysis and knowledge base searches.



How does this solution help?

Supporting back-office productivity: automation and smart workflows allow HR teams to spend less time on repetitive tasks and more time on complex issues.

Knowledge lies with the staff: self-service features enable employees to find answers and manage their own HR queries, saving time all round.

Integration with NHS infrastructure: Secure connections with NHS infrastructure, including NHS mail, means the solution works together seamlessly.

Why Node4?

- ✓ **Proven partner to NHS organisations**
- ✓ **Deep expertise in Microsoft Cloud, AI and low-code platforms**
- ✓ **Trusted to deliver secure, scalable and impactful solutions**
- ✓ **Stage 2 HSCN approved supplier**
- ✓ **Proven delivery with projects connecting to multiple NHS environments**
- ✓ **Committed to improving public care through technology**

For over 20 years, Node4 has partnered with public sector organisations to deliver secure, connected, and future-ready digital services. We understand the pressures NHS Trusts face and the need to improve outcomes without adding complexity. That's why our approach is outcomes-first, not technology-first.

[Speak to a specialist today](#)

Ready to move forward?

The NHS is at a pivotal moment: national policy is clear, digital maturity expectations are rising, and patient experience is now a board-level priority alongside safety and effectiveness. The question isn't whether to act. It's how to act quickly, securely, and with measurable impact.

We bring the expertise, platforms, and proven delivery models to make that happen. From modern data foundations and secure connectivity to low-code workflows and AI-driven insights, we help you remove friction, reduce risk, and deliver better care and faster.

Start small, scale fast, and measure what matters. Whether it's a single workflow like clinical photography or a full data strategy, we'll help you move from pilot to pathway with confidence.

Ready to accelerate better care? Let's talk about your priorities and map a practical path forward.

[Speak to a specialist today](#)



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