



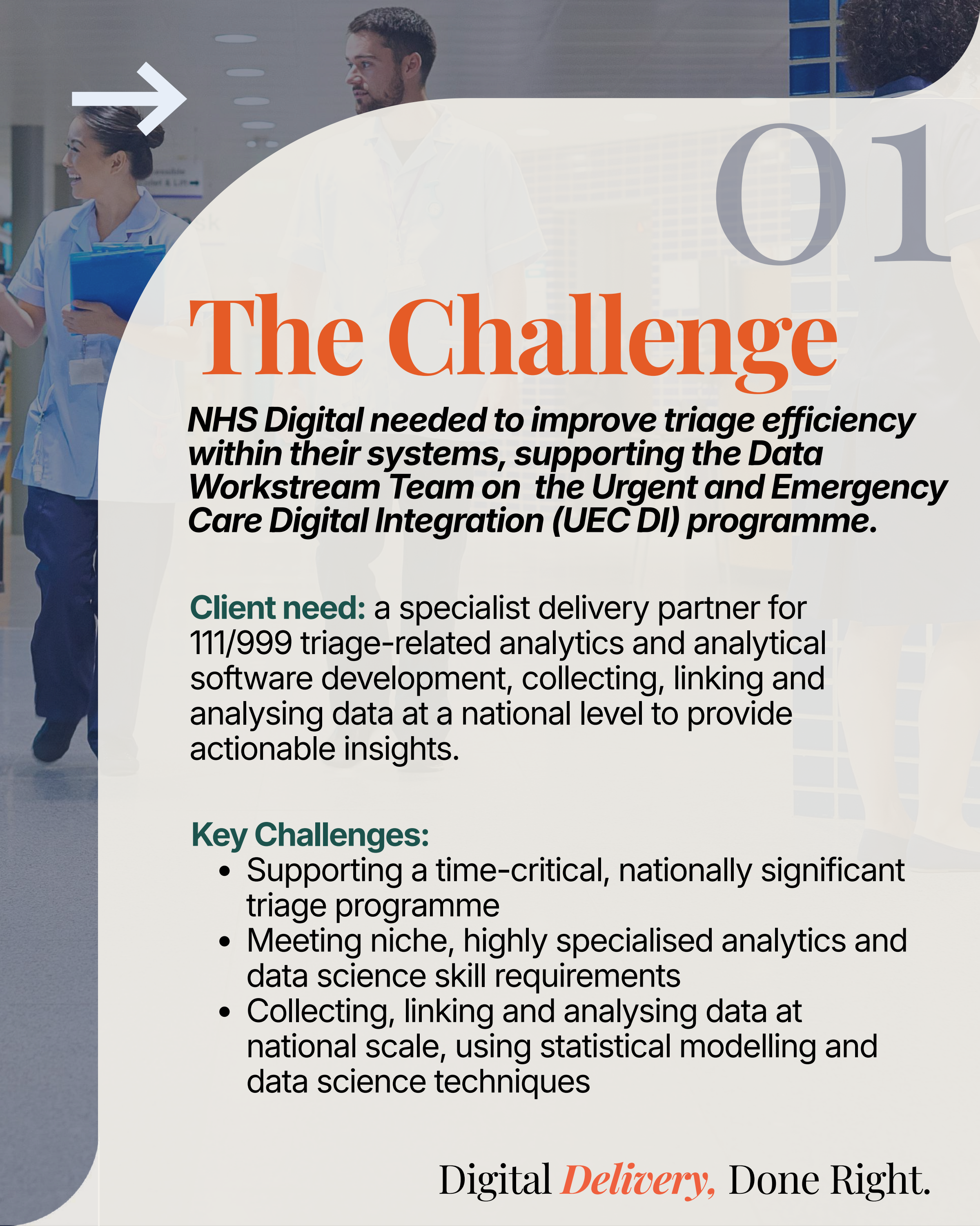
Case Study:

Powering Faster Triage Through Data

*The Role of **data science and analytics** in NHS Digital's Urgent and Emergency Care programme*

Digital *Delivery*, Done Right.





01

The Challenge

NHS Digital needed to improve triage efficiency within their systems, supporting the Data Workstream Team on the Urgent and Emergency Care Digital Integration (UEC DI) programme.

Client need: a specialist delivery partner for 111/999 triage-related analytics and analytical software development, collecting, linking and analysing data at a national level to provide actionable insights.

Key Challenges:

- Supporting a time-critical, nationally significant triage programme
- Meeting niche, highly specialised analytics and data science skill requirements
- Collecting, linking and analysing data at national scale, using statistical modelling and data science techniques

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02

The Project

To support this programme, we were appointed by NHS Digital to provide a specialist Data BENCH community built around a clear set of criteria.

Team Criteria:

- Resource type: dedicated resource, long term
- Skill matrix: advanced analytics and statistical skills, data science (modelling), SQL, SAS, Power BI and Tableau
- Additional criteria: all teams located onsite in London
- Engagement model: Statement of Work

Our specialist community met the demands of the project with **zero delays to deliverables**, across a multi-disciplinary team spanning data management, linkage and niche programming skills.

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03

Our Delivery Approach

We provided a **multi-disciplinary team** focused on advanced analytics and statistical SQL and SAS.

Specialist Capability:

- Power BI and Tableau, including data management and linkage skills
- Data science and statistical modelling
- Advanced SQL and SAS, plus niche programming skills
- Their experience with analytical tools meant the team could not only satisfy the brief, but manage multiple demands simultaneously throughout delivery.

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04

PMO & Delivery Services

Due to the niche skill sets required, NHS Digital were concerned about pressure on the resource pool given the time-critical nature of the project.

Managing Resourcing Risk:

- Identified the risk of pressure on a scarce, highly specialised resource pool
- Built robust forecasting processes to plan ahead of demand and reassure the client's team
- Delivered with zero shortages, keeping deliverable dates on track throughout

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SATIGO's Digital Capability Services



SATIGO helps public sector and regulated organisations access specialist digital expertise through outcome-focused engagements.



From focused discovery to multidisciplinary digital delivery, we structure projects around the problem and desired outcomes.

Have a Similar Project or Delivery Challenge?

Whether starting discovery, accelerating a programme, or adding specialist capability, we structure the requirement and build the right delivery approach around it.

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