NHS 365: Transforming Healthcare Through Microsoft 365

A best practices guide for maximising Microsoft 365 across health and social care — enabling collaboration, AI-powered services, and a future-ready digital NHS.

The Foundation for a Digital NHS

How Microsoft 365 provides the infrastructure for a connected, collaborative, and secure healthcare system across England.

Unlocking Collaboration with Microsoft 365

NHS-Wide Licensing Agreement

NHS Digital and NHSX have negotiated significant discounts on the full Microsoft 365 suite, including Office 365, Windows 10, and Advanced Threat Protection.

Comprehensive Toolset

Access to Word, Excel, PowerPoint, Outlook, Teams, and software estate management tools — all under a unified, cost-effective agreement.

NHSmail: Secure by Design

Built on Microsoft Office 365, NHSmail is the national secure collaboration service, providing Outlook, Teams, and Office applications to health and care staff.

The Power of NHSmail and Teams

NHSmail: The National Standard

NHSmail is the secure, nationally managed collaboration service for health and social care in England — accessible via NHS.net accounts.

Microsoft Teams: Built for Care

- Secure chat, calls, and shared file collaboration
- Virtual meetings for up to **250 attendees**
- Live events broadcasting to **up to 10,000** participants
- Supports multi-disciplinary teams across sites

Connecting Care, Empowering Teams

Building Virtual Communities and Enhancing Information Flow

Creating connected professional networks and streamlining knowledge-sharing across NHS organisations.

Enabling Virtual Communities of Practice

Connected CoPs

Microsoft 365 connects professionals across locations and specialisms, enabling vibrant Communities of Practice to thrive virtually.
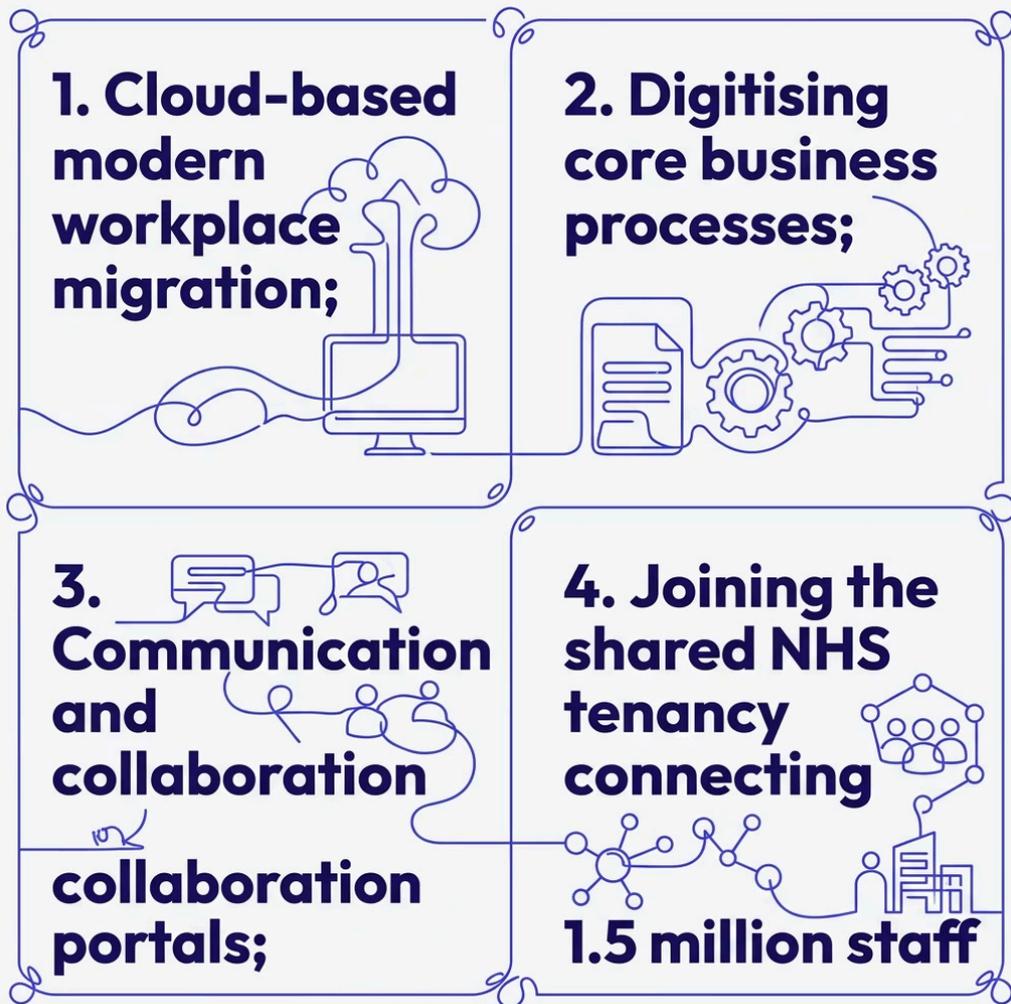
Dedicated Team Spaces

Teams channels provide structured spaces for CoP discussions, document sharing, and ongoing knowledge exchange — all in one place.

Private & Secure Channels

Private Teams channels offer a protected environment for sensitive clinical or professional discussions within a Community of Practice.

Optimising Information Management

1. Cloud-based modern workplace migration;

2. Digitising core business processes;

3. Communication and collaboration collaboration portals;

4. Joining the shared NHS tenancy connecting 1.5 million staff

A Proven Approach

Digital transformation programmes across NHS Trusts have demonstrated measurable improvements by fully optimising Microsoft 365 usage — moving beyond email to an integrated modern workplace.

The Shared NHS Tenancy

Joining the shared Microsoft 365 NHS tenancy provides a central, unified platform connecting **over 1.5 million NHS staff** — enabling seamless cross-organisational collaboration at scale.

Seamless Information Exchange

A connected NHS tenancy means every team, every trust, every specialist — linked on a single secure platform.

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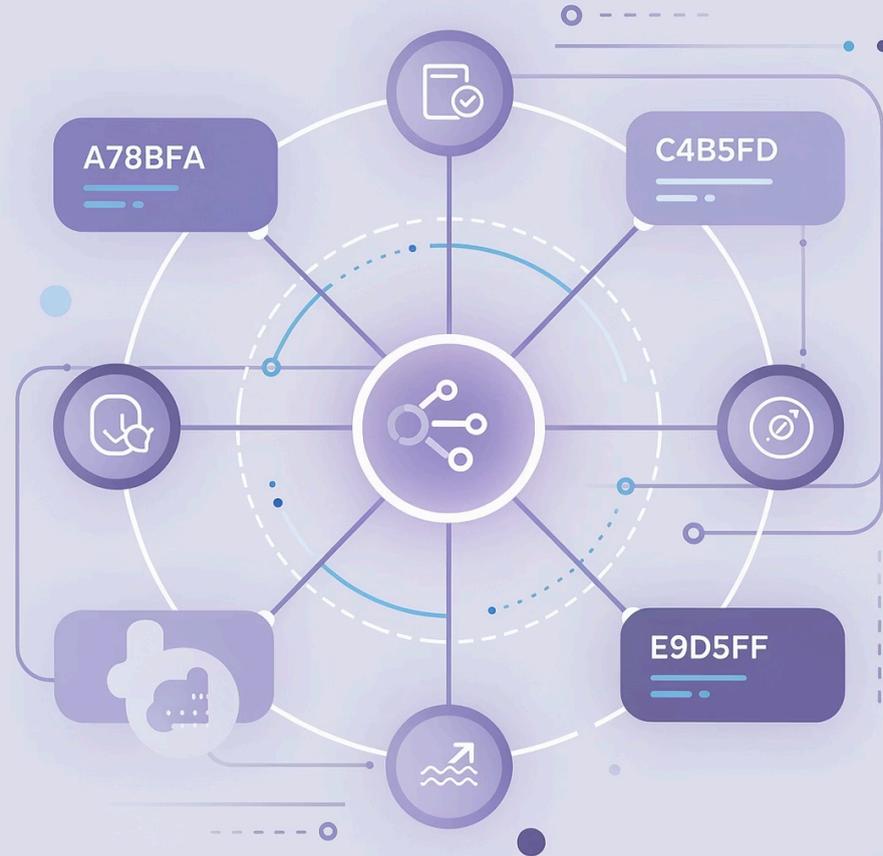
The AI Revolution in Digital Healthcare

How Microsoft's AI tools are transforming clinical workflows, reducing administrative burden, and enabling next-generation patient services.

Introducing M365 Copilot: The AI Assistant

What Copilot Delivers

M365 Copilot is an AI-powered assistant embedded across Word, Teams, Outlook, and more — designed to enhance NHS staff productivity and streamline complex workflows at scale.

Key Prerequisites

- **Licensing:** M365 E3 or Apps for Enterprise

- **Security:** Multi-Factor Authentication (MFA) enabled

- **Device management:** NHS.net Connect Intune

- **Data protection:** Global Sensitivity Labels opted in prior to onboarding
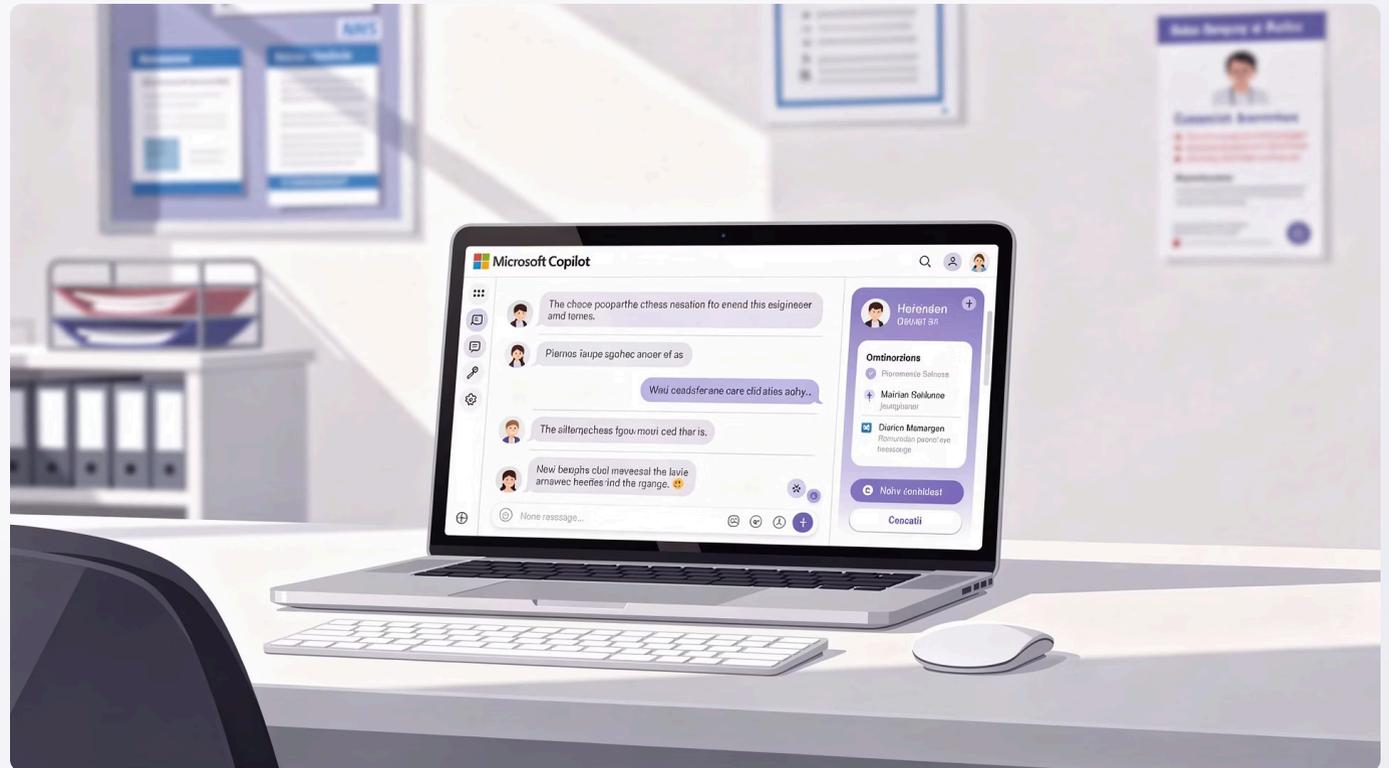
AI for Reduced Admin Burden: Dragon Copilot

🏥 Manchester NHS Trust

MFT is pioneering Dragon Copilot to dramatically reduce administrative time, giving clinicians more time for direct patient care.

🎙️ Ambient Voice Technology

Dragon Copilot records patient-clinician conversations, generates accurate clinical summaries, and drafts required documentation automatically.

🌍 Growing Adoption

Guy's & St Thomas' and Imperial College Healthcare NHS Trust are among the major Trusts now rolling out Dragon Copilot across their organisations.

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Enabling Virtual Visits and Care Agents with AI

Virtual Visits

AI-powered tools enable secure remote patient monitoring and consultations via Teams, improving accessibility for patients in rural or underserved areas and reducing pressure on physical sites.

Care Agents

Intelligent Care Agents — built on Microsoft AI — can answer patient queries, support appointment scheduling, and triage non-urgent requests, freeing clinical staff for complex cases.

Admin Time Reinvested

Microsoft's AI training programmes help GPs and hospital teams cut administrative overhead and redirect that capacity into direct, high-value patient care.

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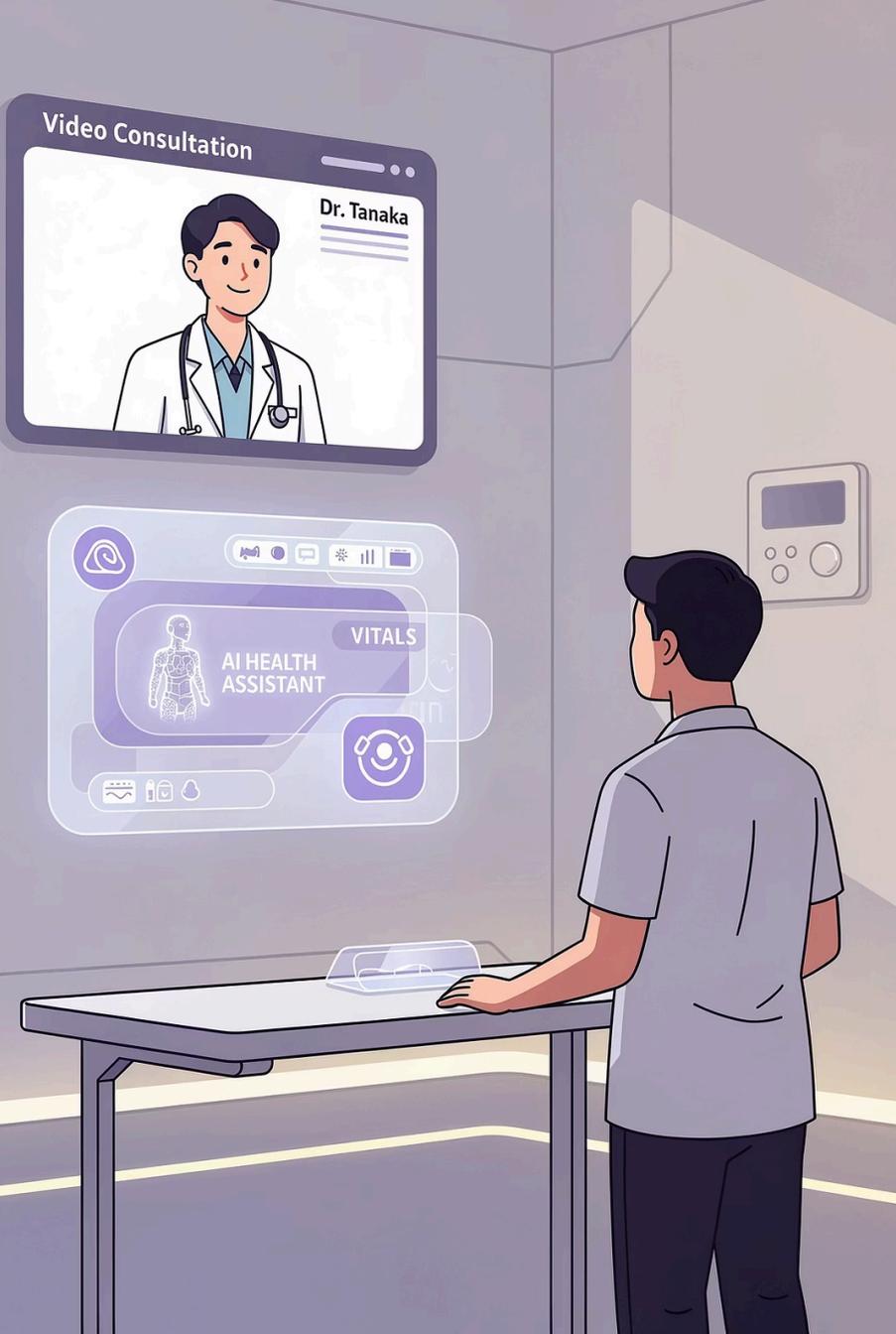
Intelligent Care, Anytime, Anywhere

The Future of NHS Digital Healthcare

A Connected, Resilient NHS

By fully embracing Microsoft 365 and its AI capabilities, the NHS can achieve greater efficiency, improved patient outcomes, and a truly collaborative healthcare system — built to adapt and scale.

Key Takeaways

→ Leverage NHSmail and Teams as the backbone of collaboration

→ Build Virtual Communities of Practice to share knowledge at scale

→ Deploy Copilot and Dragon AI to reduce admin and empower clinicians

→ Pilot Virtual Visits and Care Agents to transform patient access

🗩 **Next Step:** Begin your Microsoft 365 optimisation journey by joining the shared NHS tenancy and completing Copilot readiness prerequisites with your local digital team.