



Cohort 8 Application Guidance

NHS Clinical Entrepreneur Programme 2023

Introduction



This guidance aims to support all potential applicants when applying for the NHS Clinical Entrepreneur Programme, exploring; assessment questions, top tips and further information.

Important initial checks:

Are you eligible to apply?

The programme is open to **all** NHS Staff (If you would like a full list of eligible roles, please visit our FAQ page on the website (www.nhscep.com/apply-now). Please read the eligibility criteria carefully, as applications from individuals not working within the NHS or do not fall into the categories outlined on our website will not be considered. Please read the eligibility questions carefully before proceeding.

Have you read about the programme and what it offers?

Established in 2016, the NHS Clinical Entrepreneur Programme aims to support healthcare staff to develop the commercial skills, knowledge and experience needed to successfully develop and spread innovation, for the benefit for patients, the public, and the wider NHS.

The programme is a 1-year workforce development programme. It is not an application for employment, and we do not offer funding. The programme is completely free to those who are successful, however you will be responsible for funding your own travel and accommodation to in-person events.

You can read more about the programme on our website www.nhscep.com/programme

What are we looking for in an application?

All applications are scored exploring these 5 main areas:

Personal Motivation

Priority to the NHS

Personal Capability

Viability of innovation

Clinical Impact

The applicant needs to have researched the problem and show that their idea is worth pursuing; have clear motivation, is committed and passionate to support the NHS and has the right drive to succeed on the programme.

Important Information



Please read the following guidance carefully before submitting your application form.

- Please read the eligibility requirements carefully before proceeding with your application.
- Incomplete applications will not be able to progress, and they will be removed. To ensure your application progresses, please ensure all key documentation is uploaded and reviewed before the **29th of October 2023**.
- Applications will only be accepted when submitted through submit.com, applications sent via email will not be valid and please only submit one application.
- Once you have submitted your application, you will not be able to amend the information or add attachments after the application deadline.
- This is not a paid fellowship, and the programme does not offer any funding or grants.
- Questions marked with a * are included to help the team monitor progress throughout your time on the programme. You will not be disadvantaged if you answer 'no' to these questions.
- We cannot accept joint applications but can accept applications from co-founders and teams working on the same innovation (as long as they meet the initial criteria of working as part of the NHS). Each application is based on the individual and not on the innovation.
- We aim to notify all candidates about the outcome of their application by **January 2024**.

Application Cohort 7 Assessed Questions



Question: Please upload a one-minute video elevator pitch introducing yourself, your innovation or idea.

Why are we asking you to record an elevator pitch?

The NHS Clinical Entrepreneur Programme requires all applicants to upload a 1-minute elevator pitch to introduce yourself and your innovation/ Idea. This allows the team to get to know you and explore if you are suitable for the programme.

The elevator pitch is a quick and concise speech which should highlight the key components of your innovation, and theoretically be the same length as an elevator ride. This task explores that if you have a small amount of time with someone, how can you make your idea stand out and be impactful.

What should be included?

- An introduction to you and your background.
- The problem your innovation addresses and if it meets an unmet need in the NHS.
- Whether there is evidence to support the benefit of your innovation.
- What impact your innovation will on patients/service users and the NHS (e.g. better clinical outcomes, cost efficiencies so increased

opportunity for service transformation, better staff wellbeing so improved performance).

- Whether your innovation focuses on a high priority area for the NHS (i.e. supports the NHS Long Term Plan) or a high-need population (e.g. those experiencing significant health inequalities)

Our top tips!

Avoid the use of abbreviations or overly-technical terminology.

You will need to record your 1-minute pitch directly onto the application portal, but don't worry, you can re-record your video as many times as you like before submitting.

Record in a well-lit area, with limited background interruptions and address the camera.

Unfortunately, if your application does not include the pitch, you will not be considered for the programme.

Please do not include any patient identifying or confidential information, including pictures of individuals or names without permission.

Most important, be yourself!

Application Cohort 7 Assessed Questions



Question: What is the problem or challenge you are addressing in the NHS and why is it important?

Why are we asking if your innovation addresses a need within the NHS?

The NHS Clinical Entrepreneur Programme aims to provide the commercial skills, knowledge and experience needed to successfully develop and spread innovative solutions to the challenges facing the NHS. It aims to allow entrepreneurs to pursue their innovation without having to leave the health service, providing a wider benefit to economic growth through inward investment in the health, social care, and life science sectors.

This question ensures that your idea has been thought through and is viable, It is also an opportunity to showcase your research and how your innovation/ idea would benefit the NHS.

What should be included?

- The problem your innovation addresses and if it meets an unmet need in the NHS.
- Whether there is evidence to support the benefit of your innovation to the NHS.
- What impact your innovation will have on patients/service users. (e.g.

better clinical outcomes, cost efficiencies so increased opportunity for service transformation, better staff wellbeing so improved performance, etc.).

- Whether your innovation focuses on a high priority area for the NHS (i.e. clinical areas referenced in the NHS Long Term Plan) or a high-need population (e.g. those experiencing significant health inequalities)

Our top tips!

Research is key- please ensure you have conducted the relevant research to demonstrate clear justification.

Read the [NHS Long Term Plan](#) – The plan provides an overview of key challenges facing the NHS, and key focus points which need support.

Explore NHS England, NHS Digital, Local trust and Health Education England priorities to identify how you align.

Ensure you have completed a Lean Canvas exercise to get to the heart of your idea.

Application Cohort 7 Assessed Questions



Question: Please describe your idea or innovation (one paragraph/200 words only)

Why are we asking if your innovation addresses a need within the NHS?

The Clinical Entrepreneur Programme is dedicated to allowing NHS entrepreneurs and creative thinkers to pursue their innovation without having to leave the health service. We support the healthcare workforce to develop and scale their most innovative ideas for the benefit of patients, staff and the wider NHS.

This questions allows us to learn more about your idea or innovation. Whether it is in the early concept phase or already in market, tell us why your innovation is unique, and the challenges it addresses within the NHS.

What should be included?

- An introduction to your innovation / idea.
- Why is your innovation unique and what challenges does it address within the NHS.
- Include statistics and research to support your innovation/ ideas validity.

Our top tips!

Avoid the use of abbreviations or overly-technical terminology.

Clearly communicate the need for your innovation/ idea within the NHS.

Do not include any patient identifiable or confidential information.

Include the key information around your innovation, to demonstrate its viability and benefit to the wider NHS.

Application Cohort 7 Assessed Questions



Question: Please describe how you plan to deliver your idea or innovation, please, provide details of your next steps.

Why are we asking if your innovation addresses a need within the NHS?

This question allows us to understand how your innovation has developed so far. If you have not explored business modelling before, please join for CEP Prep, with one of the sessions exploring 'Working on your innovation', looking at Lean Canvas and the steps you should take to support your application.

Your answer will also help us to explore your developmental requirements and what you will need moving forward to support your innovation journey.

What should be included?

Please consider:

- The type of business model you might use.
- The revenue model for your innovation? Advertising, sales, Subscription etc

- Do you have funding for the project or idea?

Our top tips!

The **Lean Canvas** is a business modelling tool created by Ash Maurya to help deconstruct a start-up idea into its key and most risky assumptions. Deeply influenced by the lean start-up methodology, the Lean Canvas serves as a tactical plan to guide entrepreneurs when navigating their way from ideation to building a successful start-up.

The NHS Clinical Entrepreneur Programme encourages all aspiring entrepreneurs to complete their Lean Canvas and provides a preparation session around 'Working on your innovation', which includes the exploration of this exercise.

To register for the CEP Prep sessions, please [click here](#).

Application Cohort 7 Assessed Questions

Question: Does your innovation impact different populations?

Why are we asking if your innovation impacts different populations?

As a key priority within the NHS, Anglia Ruskin University, and the NHS Clinical Entrepreneur Programme, we are committed to tackling Health Inequalities (HIs) and ensuring Equality, Diversity, and Inclusion (EDI). This question aims helps us to understand whether EDI and HIs have been considered within your innovation.

Health inequalities are avoidable, unfair, and systematic differences in health between different groups of people. The programme supports 'Core20PLUS5' and the 'NHS long term plan' in tackling inequalities and improving health outcomes for our population.

Equality, Diversity and Inclusivity is central to the programme's vision and values, and it is important to ensure the NHS CEP reflects the diverse workforce and patients of the NHS.

The NHS CEP are proud to be supporting the reduction in Health Inequalities and promotion of EDI.

What should be included?

- Have you considered the needs of your target population and thought about how your innovation could include and exclude different

populations?

- Have you considered the accessibility of your innovation and where it adversely affects health inequalities.
- Have you involved your target groups in the development of your innovation (these groups could include patients/service users and/or staff) and have you thought about how you will continue to engage with these groups?

Our top tips!

Research is key- ensure you have a strong understanding of Equality, Diversity, Inclusion and Health Inequalities.

If you require further information on this subject, contact your local EDI team, who will be able to signpost you to resources, events and further information.

Please explore the next slides for worked examples.

Click on the icon for more information on the 'Core20PLUS5' approach and explore the infographic on the next slide.

Core20PLUS5

REDUCING HEALTHCARE INEQUALITIES

The Core20PLUS5 approach is designed to support Integrated Care Systems to drive targeted action in healthcare inequalities improvement

CORE20
The most deprived 20% of the national population as identified by the Index of Multiple Deprivation



PLUS
ICS-chosen population groups experiencing poorer-than-average health access, experience and/or outcomes, who may not be captured within the Core20 alone and would benefit from a tailored healthcare approach e.g. inclusion health groups



Target population

CORE20 PLUS 5

Key clinical areas of health inequalities

1



MATERNITY
ensuring continuity of care for 75% of women from BAME communities and from the most deprived groups

2



SEVERE MENTAL ILLNESS (SMI)
ensuring annual health checks for 60% of those living with SMI (bringing SMI in line with the success seen in Learning Disabilities)

3



CHRONIC RESPIRATORY DISEASE
a clear focus on Chronic Obstructive Pulmonary Disease (COPD), driving up uptake of Covid, Flu and Pneumonia vaccines to reduce infective exacerbations and emergency hospital admissions due to those exacerbations

4



EARLY CANCER DIAGNOSIS
75% of cases diagnosed at stage 1 or 2 by 2028

5



HYPERTENSION CASE-FINDING
and optimal management and lipid optimal management



SMOKING CESSATION
positively impacts all 5 key clinical areas

Worked Example 1: Digital Health Solution

Question: Does your innovation impact different populations?

Our virtual physical therapy platform is designed to address the needs of diverse populations, including:

- 1. Rural Communities:** Our innovation eliminates the need for patients to travel to physical therapy clinics, enabling individuals in rural communities to receive high-quality care without geographical barriers.
- 2. Elderly Individuals:** By providing virtual physical therapy, our innovation ensures that elderly patients with mobility issues or difficulties travelling to appointments, can conveniently access therapeutic interventions from their homes, promoting independence and improving their quality of life.
- 3. People working long hours or unable to attend appointments during office hours:** With our virtual platform, busy individuals can schedule physical therapy sessions that fit their availability, reducing the need for them to take time off work and facilitating the integration of therapy into their busy lives.
- 4. Patients with Chronic Conditions:** Individuals with chronic conditions, such as arthritis or musculoskeletal disorders, may

require ongoing physical therapy to manage their symptoms and maintain functional abilities. Our virtual platform enables regular therapy sessions, ensuring consistent care for patients with chronic conditions and empowering them to actively participate in their own treatment.

- 5. Individuals with Limited Mobility:** People with limited mobility, such as those with disabilities or recovering from surgery, face challenges in accessing in-person physical therapy. Our innovation brings therapy directly to their homes, making it more accessible and convenient for them to receive the necessary rehabilitative support.

Worked Example 3: Patient-Facing Therapy

Question: Does your innovation impact different populations?

The virtual reality (VR) therapy innovation leverages immersive technology to offer a patient-centered approach to health management, providing engaging and interactive experiences for individuals seeking mental health support.

The VR therapy innovation has a broad impact on different populations, including:

- 1. Those with mental or emotional health difficulties:** The VR therapy offers immersive environments that simulate real-life scenarios, allowing careful patient exposure to situations to help manage their trauma in a controlled and supportive setting. Exposure therapy and relaxation techniques have been delivered effectively in pilot studies, offering a unique and impactful therapeutic approach for those with mental or emotional health difficulties.
- 2. Children and Adolescents with Anxiety can find it difficult to access health care:** VR therapy offers an interactive and visually stimulating environment that encourages participation and creates a safe space to address fears and practice coping strategies. The VR environment can be customised for specific countries and cultures.
- 3. Neurodiverse individuals can find it difficult to access health in**
- 4. Individuals with Chronic Pain:** VR therapy offers distraction and relaxation techniques that help individuals focus their attention away from pain sensations. By immersing patients in calming and visually engaging environments, our innovation provides an alternative form of pain management and promotes overall psychological well-being.
- 5. Seniors with Dementia:** Individuals with dementia often experience fear of situations and social isolation. VR therapy can provide cognitive stimulation, reminiscence therapy, and virtual social interactions, improving their cognitive functioning and overall quality of life. By creating a sense of presence and engagement, our innovation offers a therapeutic tool for seniors with dementia, enhancing their cognitive abilities and emotional well-being.

certain real-world environments: VR therapy provides a controlled and immersive bespoke environments to allow patients to feel more comfortable accessing health care or therapy. VR has been shown to improve coping mechanisms in a controlled and supportive setting. The innovation has also has research to support its use as an effective approach to social phobia treatment for adults, enhancing their quality of life and overall well-being.

Worked Example 2: Medical Technology

Question: Does your innovation impact different populations?

The portable ultrasound device revolutionizes medical imaging by offering a compact and affordable solution for healthcare providers in various settings. This innovative device enables healthcare professionals to perform ultrasound examinations at the point of care, providing rapid and accurate diagnostic information.

The VR therapy innovation has a broad impact on different populations, including:

- 1. Rural Communities:** Our portable device brings the power of ultrasound to rural communities, enabling local healthcare providers to conduct diagnostic scans without the need for patients to travel, reducing carbon emission. This improves access to timely and accurate medical imaging, leading to better diagnosis and treatment decisions for individuals living in remote areas, whilst reducing the environmental impact of travelling to appointments.
- 2. Emergency Medical Services:** Rapid ultrasound assessments on-site in emergency care, aids timely diagnosis and triage of patients. This helps identify life-threatening conditions, such as internal bleeding or organ damage, allowing for prompt intervention, impacting number of lives saved.
- 3. Low-Resource Settings:** The affordability and ease of use make the portable device accessible to medical professionals in resource-constrained settings. This allows for early detection of conditions, contributing to improved maternal and general healthcare outcomes.
- 4. Home Healthcare:** The aging population and the preference for home-based care have increased the demand for medical services delivered at home. The portable ultrasound device facilitates remote care, reducing unnecessary travel, and patient engagement work shows reports of improved patient wellbeing.
- 5. Training and Education:** The portable ultrasound device provides a valuable tool for medical students, trainees and healthcare professionals to learn and practice ultrasound imaging techniques. By offering a hands-on experience in a portable format, our innovation enhances the training opportunities and skill development of future and current healthcare practitioners.

Negative Worked Example

Question: Does your innovation impact different populations?

Our innovation impacts different populations because it is a patient-facing therapy innovation. It uses virtual reality (VR) technology to provide therapy to patients. This innovation is beneficial for people with various mental health conditions.

VR therapy creates a virtual environment where patients can confront their fears and practice coping strategies. This helps them manage their anxiety and improve their overall well-being.

Additionally, our innovation is also suitable for people with depression. By immersing patients in a virtual world that promotes positive emotions and relaxation, it can help alleviate symptoms of depression and improve their mood.

Through exposure therapy in virtual environments, patients with phobias can gradually confront their fears and overcome phobic reactions.

It is beneficial for individuals with post-traumatic stress disorder (PTSD). VR therapy allows them to revisit traumatic events in a safe and controlled setting, helping them process and heal from

their trauma.

Overall, our patient-facing therapy innovation impacts different populations by providing effective treatment options for anxiety, depression, phobias, and PTSD. It offers a personalized and immersive therapeutic experience that promotes mental health and well-being.

(Please note that this is an intentionally poor example answer. Although the answer does mention overall benefit of the innovation, it lacks specificity, and meaningful explanation about which health inequalities are addressed. A well-constructed response would highlight the unique impact on the differences in health outcomes between different groups of people, resulting from social, economic, and environmental factors that create unfair advantages and disadvantages. Examples of health inequalities include those finding it difficult to access health care, those with chronic disease, those in poverty or marginalised communities and those with neurodiverse or mental health differences.)

Application Cohort 7 Assessed Questions



Question: Please detail any research you have undertaken around your innovation/idea? and what makes it unique or different? (max. 200 words)

Why are we asking about the research you have undertaken?

The solid foundation of an effective idea is research. This question allows you to provide evidence to support your application, to ensure your idea/ innovation has been thought through and is viable.

When undertaking research, it is important to identify if your idea/ similar ideas are already on the market, and if there is a need for your innovation in the NHS.

What should be included?

- Your potential market and your competitors.
- Outline any market research you may have done – focus groups, interviews, surveys
- The type of business model you might use.
- If your innovation is viable, and how you will make your innovation scalable and sustainable.
- What further work need to be done and the steps you intend to take to get there.

- Why is your innovation different from existing solutions available.
- Is your innovation innovative and would it provide benefit to those using it.

Our top tips!

Local NHS trust library's, often have free training and access around effective researching using programmes such as Open Athens. We would encourage aspiring entrepreneurs to visit their library's and explore what is available.

Get to know the problem you would like to resolve in depth and understand the need within the NHS, linking back to key documentations, including the NHS Long Term Plan and People Plan.

Identify your Unique Selling Proposition (USP) and how you will stand out against competitors.

Complete a Lean Canvas exercise to support your business modelling.

Application Cohort 7 Assessed Questions



Question: If applicable, describe how your idea/project/innovation will contribute to the NHS's ambition reach net zero carbon emissions by 2045.

Why are we asking you about sustainability?

The climate emergency is a health emergency. According to the WHO, climate change is the greatest threat to global health in the 21st century. Representing 4-5% of emissions globally, healthcare is part of the problem but also part of the solution. Recognising that climate change and human health are inextricably linked, in October 2020, the NHS became the first in the world to commit to [Delivering a Net Zero National Health Service](#). To discover how the NHS is becoming greener, watch this short [video](#). Investment in Net Zero is rising rapidly in response to the world's climate challenge. By 2030, the UK government expects to leverage up to £90 billion of private investment to support net zero. Venture capital investment in [UK Net Zero companies](#) is rising, with the highest total number of net zero companies in Europe. Crucially for entrepreneurs, the NHS is relying on innovation to decarbonise areas of healthcare where low carbon solutions are yet to be discovered or scaled.

How is the NHS CEP supporting net zero?

For healthcare innovation to be future proof, it needs to be sustainable, inclusive, and environmental impacts need to be understood. These principals not only apply to innovations from our Clinical Entrepreneurs, but how the programme, it's partners and the wider network address their own impacts. Read our [commitment](#).

The NHS CEP is proud to be supporting the Greener NHS Campaign.

Benefits to embedding net zero now

The transition to a low carbon society has moved from possible to inevitable. The government is to set in law the world's most ambitious climate change targets to cut emissions by 78% by 2035, while nearly a third of the UK's largest businesses have pledged to eliminate their contribution to carbon emissions by 2050. Businesses which do not engage in this agenda risk being left behind.

In the Delivering a Net Zero report, NHS England and NHS Improvement committed to reaching net zero across all scopes of emissions, including the supply chain, by 2045. In order to deliver this commitment, the NHS will shift approaches to no longer procure from suppliers that do not match the NHS net zero ambition. This means that healthcare entrepreneurs will want to be ahead of the curve and align themselves with the Net Zero Supplier Roadmap in order to compete in the coming decade.

This question aims to examine:

- If your innovation positively contributes to this aim
- If you have thought about the impact of your innovation

Application Cohort 7 Assessed Questions

Question: If applicable, describe how your idea/project/innovation will contribute the NHS's ambition reach net zero carbon emissions by 2045. Continued...

Some tips on thinking about the carbon impact of your innovation

To understand how your innovation could contribute towards delivering a net zero NHS, you first need to understand what the key clinical/service impacts of your innovation. If you are still in the concept phase, this will only be hypothesis at this stage. By combining your clinical/service impacts with the carbon footprint of the NHS in the ['Delivering a NetZero National Health Service'](#) you can produce a rough estimate of carbon reduction potential of your innovation.

Perhaps your innovation is an app which supports self-management and will be saving carbon by reducing travel to and from appointments, or maybe you have designed a new 3D printed device which uses far less plastic in its manufacturing? Maybe you have developed a clinical decision tool which not only improves patient care, but ensures patients get speedy discharge from a carbon intense hospital environment. When answering this question, consider how environmental benefits can be tied in with improved outcomes, efficiency or reduced cost.

Please see the list of [2021 SBRI Net Zero Healthcare winners](#) for examples of innovations which are focusing on their carbon impact.

Training

An excellent introduction to the work of the Greener NHS can be found in the ['Building a Net Zero NHS'](#).

Useful Reading

[Delivering a 'Net Zero' National Health Service report \(2020\)](#) - Provides a national level framework for action on climate change and sustainability.

[NHS Long Term Plan \(2019\)](#) -. Includes several sustainability commitments, ranging from reducing single-use plastics and water consumption, through to improving air quality.

Tools

Sustainable Healthcare Coalition, [Care Pathways Carbon Calculator](#) also helps to assess the carbon impact of healthcare activities and procedures.

Application Cohort 7 Assessed Questions



Question: Why do you want to join the programme? (Max. 200 words)

Why are we asking you this question?

The NHS CEP is a workforce development programme which focuses on the individual and therefore we would like to learn a bit more about you and what attracted you to the programme.

Our [values and vision](#) are very important to the programme, and therefore having Clinical Entrepreneurs who align with the importance of community, empowerment, inclusivity, innovation, education and collaboration is key.

What should be included?

- Why should we choose you?
- What makes you a good candidate for the CEP (what are your skills, capabilities, interests, ambitions and values?) and what can you bring to the programme?.
- What do you think you need to learn?

Our top tips!

Be authentic!

Please refer to the [NHS CEP values and vision](#) web page as this will help you explore your alignment with the programmes mission.

Highlight your unique qualities and provide relevant examples.

Application Cohort 7 Assessed Questions



Question: If applicable, briefly outline any previous experience of developing and/or implementing innovations? (Max. 100 words)

Why are we asking you this question?

This question aims to examine if you have any experience of working on innovative or entrepreneurial projects, this could include projects in your workplace. This will help the programme team to understand your relevant experience around innovation.

What should be included?

- Any experience you have had working on innovative or entrepreneurial projects, including examples. This can include projects within your workplace.

Our top tips!

Please highlight all relevant experience, this may include innovative projects within your NHS trust or a more personal venture.

If you do not have experience, please do not worry- this information will help us to understand your development needs.

Please do not include confidential information or patient details in examples.

Application Cohort 7 Assessed Questions



Question: Please attach your CV

Why are we asking you to provide 2 professional references?

When applying for the programme, it is important that the team understand your experience and background. Your CV will act as evidence around your justification for joining the programme. This will also help the team to understand more about you and your journey.

What should be included?

- A full professional curriculum vitae, including your background, education and personal information.
- The CV cannot exceed our 2-page upload limit.
- The CV should be submitted in a MS Word or PDF file,

Our top tips!

If you would like an example of a professional CV, Microsoft Word and Google have a large range of free downloadable templates. Your NHS organisation may also have its own standard template.

Please ensure you upload an up-to-date CV before submitting your application as applications with missing information will not be able to progress.

Please ensure that the file is easily opened.

Application Cohort 7 Assessed Questions



Question: Please upload two professional letters of support

Why are we asking you to provide 2 professional letters of support?

Professional references provide a unique insight into the individual and their motivations. The programme receives a high number of applications a year and therefore the professional letter of support help us to select the highest quality individuals.

The professional letters of support are endorsements to support your application and evidence your strengths.

We request 2 letters of support per applicant, and these must be provided from an individual you have worked with in a professional capacity over the past 2 years.

What should be included?

- Two professional letters of support.
- We ideally recommend that the professional letters of support are provided by your line manager, colleagues, or others you have worked with in a professional capacity over the past 2 years.

- These need to be provided in a letter or email form and uploaded to the portal as a Word document or PDF.

Our top tips!

If you would like an example of a professional letter of support/ reference letter, Google have a wide range of free downloadable templates. Your NHS organisation may also have its own standard template.

Please ensure your 2 letters of support are submitted with your application, the programme team cannot accept just contact information and unfortunately all applications missing this information will not be considered.

Letters of support sent after the closing date will not be accepted.

We recommend you contact your professional referrers as soon as possible to ensure the letters are ready by the application closing date.

Contact us

NHS Clinical Entrepreneur Programme



Let's talk. If you have a question, please use the contact information below and we will get back to you as soon as possible – thank you!

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