G-Cloud 13 Evergreen Life
Service Definition Document

1 Introduction

This is a service definition document for our G-Cloud EverGreen Life. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

1.1 Document Sections

This document has the following sections:

Section 1 - Service Information contains essential information about our services, their functionality, security, and brief aspects of pricing.

Section 2 - G-Cloud Alignment Information details how our services and company aligns with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Section 3 - About Our Company and Our Services provides information specific to our company and how we can solve the problems faced by customers in the public sector.

Section 4 - Appendices provide supplementary service information that explain the functionality and benefits in greater or simpler detail. Also covered is how to search for and select the service(s) on G-Cloud and how to differentiate services of this kind when comparing across suppliers.

1.2 How to Use This Document

This service definition document is an active document which means you can click on the links we provide to move around the document viewing only those specific sections you are interested in during the different phases of your G-Cloud buying process. There are also links to enable you to return to this section to speed up the reviewing process.

Contents

2 Service Information

2.1 Section Introduction

In this section we describe our Evergreen Life service you will find information about our service functionality. We describe the functionality in a way that should be understood by people familiar with this kind of service. However, we have also provided links to more detailed guidance if you need assistance with the terminology and benefits that this/these service can provide if you are not that familiar with services of this kind.

Return to Table of Contents

Return to Service Information

2.2 Evergreen Life Overview and Assurance

Wellness app and provider of GP services, Evergreen Life lets people own their health information, driving informed healthcare and giving people the best chance of staying well.

Collaborating with NHS England, NHS Digital and 3 major GP systems, Evergreen Life has facilitated mutually efficient interaction between practices and patients through online prescription ordering and appointment booking.

The app platform allows all patients in England to keep a copy of their GP record whenever and wherever they need it. Users can add their own information not held in the GP record, including allergies, conditions, and medications, building a complete, accurate record that they can share with anyone they wish.

Providing access to up-to-date health information, our person-led solution empowers people to feel more in control to make self-care decisions and manage their care independently, whilst delivering a platform to access primary care services if they need it.

Our goal is to help people feel better informed and more in control of their health, wellbeing and fitness.

Evergreen Life is a personal health record app used by over 750,000 people in the UK and is connected to all major GP systems in England providing online patient-facing services. The App lets patients access GP Online Services and curate a personal health record.

Download Evergreen Life App | Evergreen Life (evergreen-life.co.uk)

Features

- Personal Health Record
- Patient Facing Services (appointments, prescriptions etc.)
- Health and wellbeing advice and insights
- Social Prescribing
- Online Consultations
- DNA Health Testing

- Questionnaires and surveys
- Population Health Management & Research
- Health record sharing

Benefits

- All of your health information in one place
- Make appointments, order prescriptions, save NHS time
- Connect your wearable device and enrich your health data
- Learn how to improve your health and wellbeing
- Join exercise and activity groups local and relevant to you
- Meet with your clinician or patient online
- Unlock your DNA secrets to help stay fit & healthy
- Survey Patients via demographics of your choice
- Use our data for health research
- Share your record with those who care for you
- Survey Patients via demographics of your choice
- Use our data for health research
- Share your record with those who care for you

Return to Table of Contents

Return to Service Information

2.2.1 Service Functional Capabilities

As a provider of GP services and linked to all three major clinical systems in England, Evergreen Life is uniquely positioned to provide remote record access to clinicians with or without access to the practice system.

The solution allows routine services in primary care to continue. Clinicians or emergency stand-ins can communicate with patients whilst avoiding face-to-face contact through confidential, encrypted software. The Patient Facing services provided by the Clinical system, allows information to be stored in the medical record and if the patient is linked to the practice, they can see this information. This is controlled by the GP practice system not our service/software. Any notes and prescriptions can be written back to the GP system.

The app also allows users to access Patient Facing Services (PFS), including ordering repeat prescriptions for delivery.

In the patient-powered app, users can add personal health data and understand their well-being through personalised insights, building a complete, accurate record that they can share with anyone.

The Evergreen Life App provides the following functionality for both the patient and GP.

- Patients can order repeat prescriptions and get them delivered to any UK address
- Patients can download their GP-held medical record

- Patients can add personal health data to the app, such as allergies, measurements and documents
- Patients can grant access to their GP record and personal health data to clinicians or caregivers
- Patients can get personalised information to empower themselves to stay well independently
- Clinicians can provide medical advice through confidential digital consultations
- Clinicians can access patient medical records instantly and remotely
- Clinicians can write consultation notes and prescriptions back to GP system

Return to Table of Contents

Return to Service Information

2.2.2 Service Non-Functional Capabilities

Evergreen Life uses the IM1 PFS integration to complete the booking of appointments, ordering repeat prescriptions, viewing the medical record and messaging the GP Practice for the three main Clinical System Providers, EMIS, TPP and Vision.

Our solution is cloud based and scales both horizontally and vertically to meet demand. Additional compute can be added based on monitored thresholds and where that is not fully automatic, can be attended to within a matter of minutes

Evergreen Life have Fully Met the overarching Standards required through the GPIT Futures Framework including

- **Business Continuity and Disaster Recovery**
  Ensures that solutions are supported by robust business continuity plans and disaster recovery measures.
- **Clinical Safety**
  Supports the management of clinical risk and patient safety.
- **Commercial**
  Underpins all commercial activity relating to the Buying Catalogue by defining rules governing commercial relationships and setting out standards of behaviour.
- **Data Migration**
  Supports the safe and effective migration of data if a buyer changes from one solution to another.
- **Data Standards**
  Defines detailed technical standards for the storage, management and organisation of data and specifies standardised reference data, terminology and codes.
- **Hosting & Infrastructure**
  Supports best practices for infrastructure and hosting of systems. For example, ensuring systems are cost effective, secure and energy efficient.
- **Information Governance**
  Supports the controls needed to ensure that sensitive personal data is kept confidential, is accurate and is available to authorised users when required.

- **Interoperability**
  Defines a comprehensive set of standards, interfaces and protocols that solutions will use when working together.
- **Non-Functional Questions**
  Enables NHS Digital to assess the risk associated with the assessment of a solution against other overarching Standards.
- **Service Management**
  Supports suppliers in the delivery and management of services that enable their solutions to continue working.
- **Testing**
  Ensures that a suppliers' software delivery test processes are of sufficient quality and rigour
- **Training**
  Enables NHS Digital to assess the risk associated with the assessment of a solution against other overarching Standards.

Return to Table of Contents

Return to Service Information

2.2.3 Information Assurance

Evergreen Life App complies with the DCB0129 Standard. The product has also been registered as a Class 1 Medical device with MHRA. The App is also approved to provide Patient Facing Services for the three main clinical systems, EMIS Web, SystmOne and Vision.

The solution is hosted in Evergreen's private cloud environment, which is provided by AWS. Evergreen has recently achieved ISO27001 and are Cyber Essentials Compliant.

Evergreen Life have their own OAuth server that produces signed JWTs which is used to access our APIs. We have integrated with other partners using Oauth and signed JWTs. All traffic is encrypted using TLS 1.2 as a minimum

Return to Table of Contents

Return to Service Information

2.3 Evergreen Connect Overview and Assurance

Evergreen Connect is a unique digital-first platform for healthcare providers that builds beyond medical record access, facilitating a new, efficient relationship between provider and patient that focuses on shared information, remote monitoring, and preventative healthcare.

Through Evergreen Connect, our aim is to fundamentally change the way that interactions and management of healthcare are undertaken where information recorded in a user's Evergreen Life app can be shared with their healthcare provider and written back into the GP clinical system.

Our holistic approach to health and wellness means starting users on a life-long journey to maximise the number of healthy and happy years they can enjoy. We encourage people to curate their own personal health record (PHR) in their Evergreen Life app with information on conditions, medications and measurements not listed in their GP record, so they have an up-to-date view of their health wherever they go. We also provide clinically researched and reviewed health and wellbeing information through personalised app questionnaires called Wellness Checks, so our users can take more control of their health away from the practice.

We're mindful of the ongoing workforce pressures in primary care, so Evergreen Connect acts as a digital health coach for busy healthcare professionals to manage cohorts of patients in achieving the health and happiness they want. This is enabled through access to this PHR and wellness data patients log in their Evergreen Life app, and opportunities to prompt the completion of digital checks at home.

Return to Table of Contents

Return to Service Information

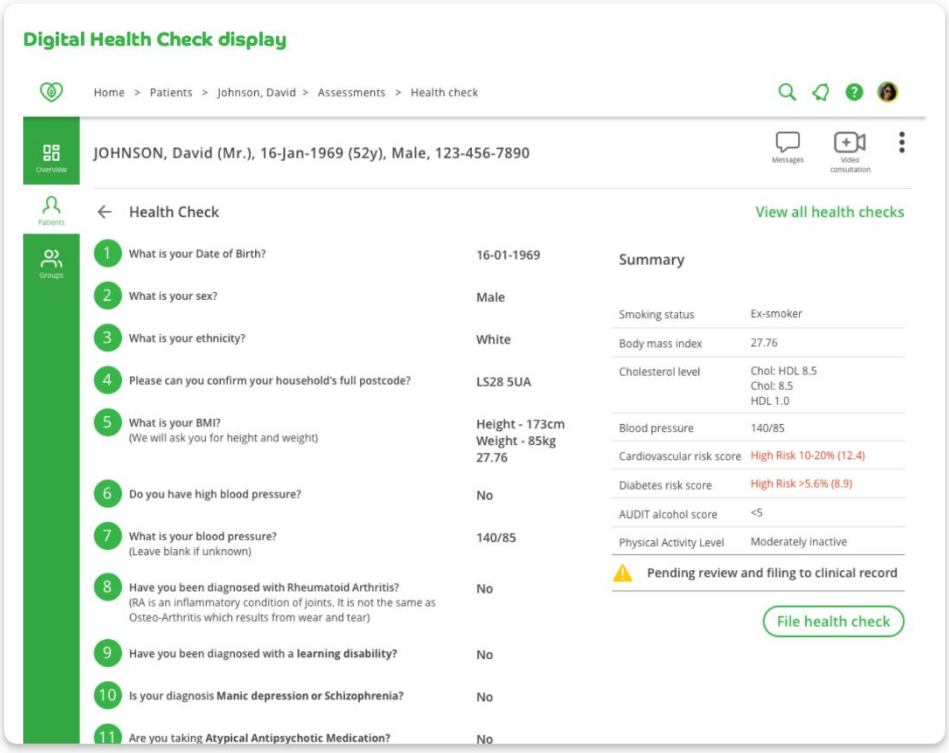
2.3.1 Service Functional Capabilities

Evergreen Connect comes in 3 levels of functionality, which you can choose based on your needs:

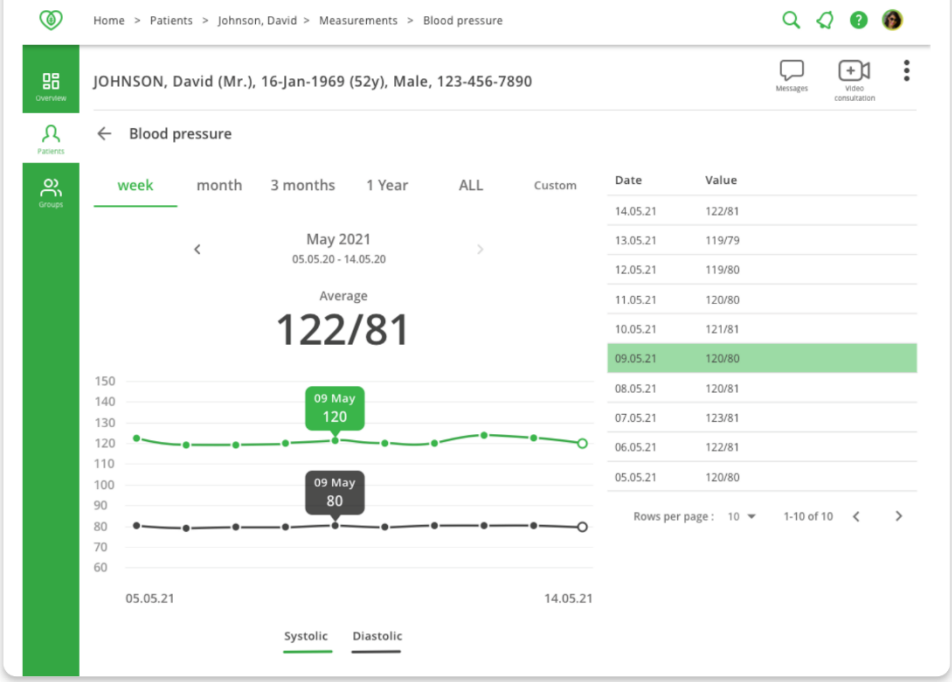
Level 1 – Efficient access to patient information

- Evergreen Connect desktop application - clinical system patient import with automated patient invites, and background patient context switch.
- Optimised app onboarding journey for patients - providing easier access to patient facing services and medical record, whilst establishing a connection between the patient's Personal Health Record (PHR) and the app.
- Access to PHR measurements captured within the patient's app, such as blood pressure, with average readings and charts auto generated. Facilitates the increase of home monitoring.
- Digital NHS Health Checks – you can request the 'over-40 population' completes the digital NHS Health Check, pushed out via the Evergreen Life app with coded write back of information into the clinical system. This information can then be monitored and managed by practitioners, reducing the requirement and costs for face-to-face appointments, increasing participation with patients able to self-report at their convenience. Evergreen Life has developed this Connect software to support the Public Health England commissioning initiative.

Digital Health Check display

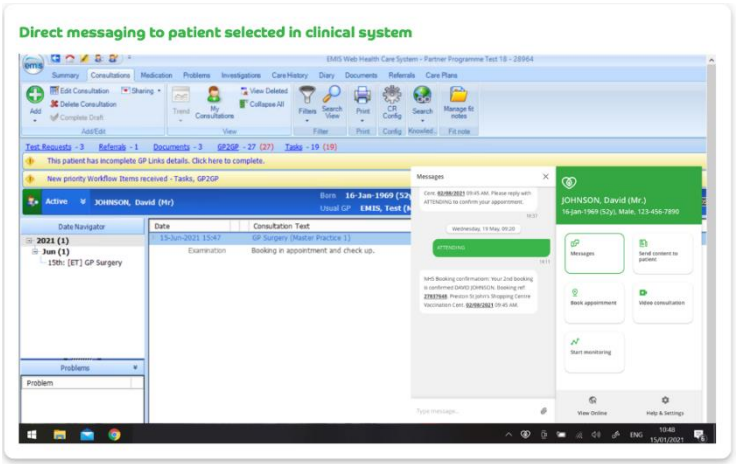


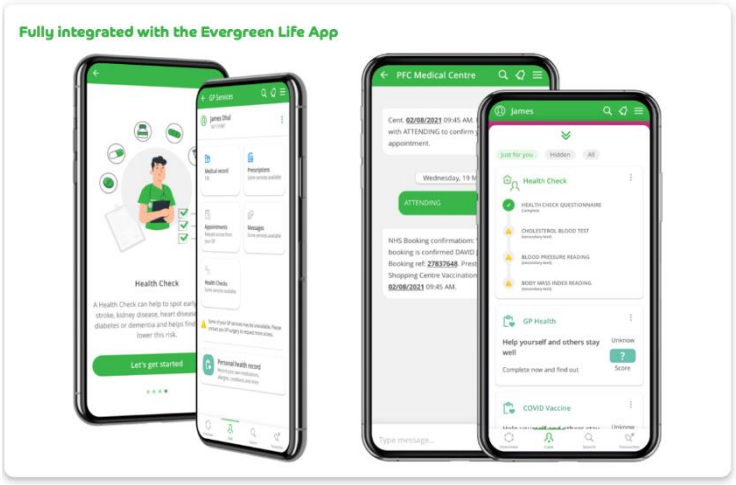
Remote blood pressure monitoring



Level 2 - Remote patient monitoring and assessments

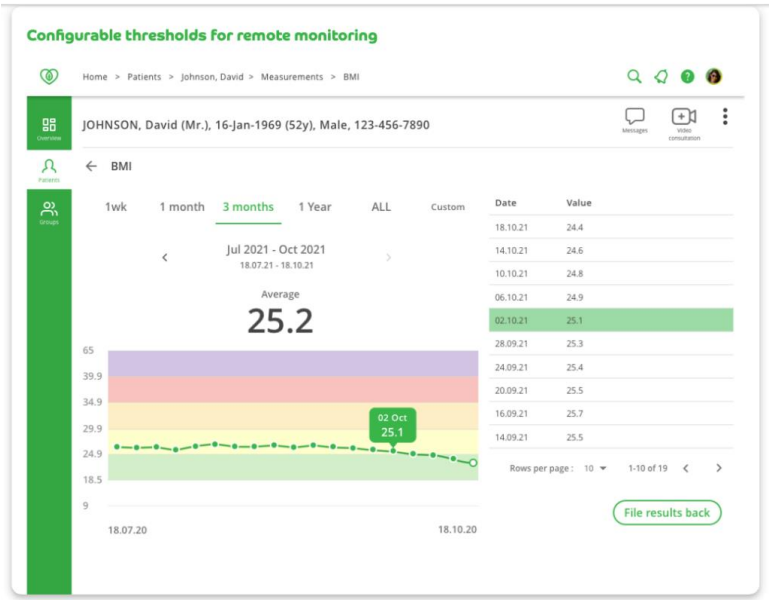
- Tailored remote monitoring plans with schedules to prompt patients to complete reviews at specific times and upload measurements such as blood pressure readings to help monitor and manage LTCs.
- Configurable modules for digital-first pathways for asthma, COPD, diabetes, mental health, depression, hypertension and more, allowing alignment with Designated and Local Enhanced Services, and relevant targets.
- Wellbeing content - Publish and nudge patients with locally authored and existing Evergreen content via Community 'Channels' within the app. Helping increase patient awareness and engagement with relevant aspects of their health and wellbeing to live a healthier lifestyle.
- Improved QOF achievement across both clinical and public health domains using remote monitoring plans and community channels, whilst reducing pressure on GP time with a reduction of unnecessary appointments and an improved patient experience via the app.
- Direct messaging with individual patients and patient groups via in-app, text messaging and email notifications, ensuring patients receive and engage with the information they need on the platforms they choose.
- Individual and group remote consultations with patients allowing GPs to flexibly adapt to the changing landscape of virtualised care.

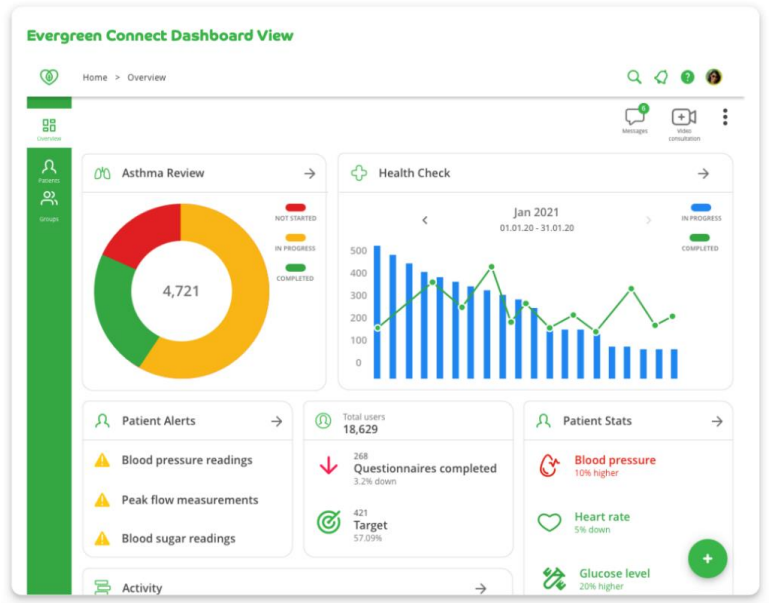




Level 3 - Digital health and wellbeing coaching

- Configurable patient-level alerts within an 'Alerts' dashboard where thresholds are defined for remote monitoring (Smart alerts/engagement with local preventative health programmes).
- Configurable rules for auto write back of patient recorded items, saving and focusing GP time on items requiring their attention.
- Messaging with others in a patient's circle of care with the shared context of the patient's PHR making it easier than ever to discuss treatment with multi-disciplinary teams.
- Promotion of a healthy lifestyle with wellness based in-app challenges, recommended content, monitoring schedules and home testing suggestions for patients based on anonymised data from the Evergreen Life community.
- Medicine adherence view for patients with repeat prescriptions managing their medications reminders via the Evergreen Life app. Improved QOF achievement across both clinical and public health domains where medicines reviews are required.





Evergreen Connect key benefits

The Evergreen Life app and Evergreen Connect used together will deliver significant efficiencies to your practice and colleagues:

- Reducing duplication of effort by practice staff, removing the need to manually record information captured through the app.
- Reducing requirement for busy patients to attend for NHS Health Checks, where information can be captured via the app. This allows the patient to have more control over their own health and wellbeing.
- Freeing up of clinical and administrative time, reducing unnecessary appointments and making more appointment slots available to those who need them.
- The Wellness Checks within the Evergreen app help raise significant awareness for the patient, giving helpful information and updates, for example; vitamin D intake, diet, skincare, and alcohol consumption.
- Enabling early intervention based on clinically significant events, supporting a more robust, cost-effective NHS model.

For example, a patient requesting repeat medication for hypertension can input their blood pressure recordings via the app. Their data will be recorded in the patient's clinical record, via Evergreen Connect and allow the clinician to review both the recordings, and the medication requested, plus confirm this is the correct course of action.

All of this puts the patient at the centre of their own care, and allows them to have more control over the impact their lifestyle is having on their long-term health and wellbeing

Return to Table of Contents

Return to Service Information

2.3.2 Service Non-Functional Capabilities

Using the IM1 interface to the GP System, Evergreen Connect provides a two-way communication between the Patient using the Evergreen Life App and the Connect user within the GP Practice. Communication can be made either via SMS or via email.

App users can choose to share elements from their PHR with their GP and this can be filed back into the clinical system and read coded where required.

The system uses the unique NHS Number for a specific patient for identification. All Evergreen Life App users must be connected to their GP Practice using their NHS Number to access the patient facing services and to allow sharing of their PHR with their GP practice.

Return to Table of Contents

Return to Service Information

2.3.3 Information Assurance

Evergreen Connect complies with the DCB0129 Standard. The software is approved to provide write back into the three main clinical systems, EMIS Web, SystmOne and Vision.

The solution is hosted in Evergreen's private cloud environment, which is provided by AWS. Evergreen has recently achieved ISO27001 and are Cyber Essentials Compliant.

Evergreen Life have their own OAuth server that produces signed JWTs which is used to access our APIs. We have integrated with other partners using Oauth and signed JWTs. All traffic is encrypted using TLS 1.2 as a minimum

Return to Table of Contents

Return to Service Information

2.4 Casper Overview and Assurance

Casper is a web-based application, written in PHP. It is accessed by the clinical team using a standard web browser, with no additional plugins or setup required.

Casper uses a custom CSS template designed to bridge the gap between optimisation for mobile devices and desktop devices used in clinical settings.

Casper is a responsive web application to the extent that it can be used on mobile devices in landscape orientation. It is recommended a screen size of no less than 1024 x 768 be used to view the application. An identical experience is provided on all desktops and tested mobile devices operating in landscape orientation, including iPad Pro and devices with similar screen dimensions.

Casper is an intelligent web-based system that uses logic to manage specialist clinical referrals dynamically in disciplines as diverse as oncology and endoscopy.

Casper can manage an entire Trust or Region, and our software has even been managing an entire nation's radiotherapy referrals since 2017. This results in faster referrals and reporting, less paperwork, more transparency and better governance.

Benefits

- **Increased governance**
  Individual field level user permissions provide complete transparency of actions and helps increase accountability and reduce errors.
- **Protocol-driven pathways**
  Casper stores your locally defined protocols and suggests them based on the patient's diagnosis/pathway. All associated information and documentation accompany the protocol. Clinicians can choose to go off-piste and use non-protocol, and Casper asks them to record and justify the reasoning.
- **Complete and correct datasets**

Casper stores everything in a standardised manner and is easily accessible to anybody with the correct permissions.

- **Prompts and mandatory fields**
  Casper intelligently uses the information you've already provided in order to determine what further information may be required for the clinical pathway to progress. This dynamic approach speeds up pathways. Mandatory fields help ensure that all the required information is submitted, so that treatment is not slowed down by incomplete referrals.
- **Safe and secure connection**
  We use NHS-approved N3/HSCN servers to ensure that all data is stored securely, and we comply with the gold standard of information governance. Account permissions can be set locally so that only the right people get access to sensitive patient information.
- **Easy access**
  Hospital IT teams breathe a sigh of relief when they see how easy it is to set up. Casper is web based, so no additional software nor hardware is required – this is practically 'plug and play'.
- **Patient demographics via the Spine**
  Casper can draw on demographics via the Spine or local PAS systems, so there's no need to enter patient information manually.

Return to Table of Contents

Return to Service Information

2.4.1 Service Functional Capabilities

When installed, the Casper instance (root) will sit within an access-controlled, secured non-publicly accessible folder (for example, /srv/www/<instance>), where <instance> corresponds to the name of the hospital that owns the instance. All of Casper's files and information are contained within this secure folder, including uploaded documents. Any dynamic or clinically sensitive information will be held within the MySQL database. A sub-folder of the instance is set as the document root (web root) and is designed to be publicly accessible via a web browser.

Database Structure
Casper utilises a single MySQL database. All patient, referral, look-ups and other data are held within this database.

File Structure
Casper's code is built on top of Laravel, here is a summary of the file structure:

- app - the majority of Casper's logic
- bootstrap - Laravel's start-up code
- config - basic configuration details such as database credentials
- database - migrations and seeds used for database maintenance
- logs - general logs produced by the web server
- resources - templates, styles, Javascript and language localisation

- routes - code based maps of the application
- storage - system generated files, such as Laravel logs and uploads
- tests - for internal testing
- vendor - Laravel's core logic with support libraries
- web - compiled styles, compiled Javascript and media files

Access logs can be found in the logs folder. Most useful are the application logs found in the storage folder.

If you require additional information, please follow this link to our detailed service functionality in Appendix 1.

Return to Table of Contents

Return to Service Information

2.4.2 Service Non-Functional Capabilities

All sensitive information is held within the MySQL database. Access is granted only to authenticated users via Casper's front end, or directly to the server for essential maintenance purposes via secure SSH by Evergreen team members.

Authentication is handled using MySQL and PHP sessions leveraged by Laravel's in-built security features and built to Evergreens own security standards. When a user is created within Casper, they will be granted restricted access to the data according to their role, and their password will be encrypted and stored securely within Casper's system. A user can then be authenticated when they log in to Casper using information in the database.

The user's session ID is generated and stored as a cookie on their local machine, which references that user's unique user record within the system. No sensitive user information is stored within the cookie, and the user's session becomes invalid after a designated period of idling and non-activity, usually 30 minutes. This ensures a clinician can continue to use the system uninterrupted, but if the system is unused for a long period of time, any sensitive information is protected against unauthorised access.

Application Design
The core functionality of Casper is to manage highly specialist clinical workflow. Casper does this by recording specialist clinical information and then sharing this in real time across multiple staff/staff groups and across multiple locations.

The following details the specific Casper pre-built clinical modules available for licensing:
- Chemotherapy/SACT
- Radiotherapy
- Chemo-radiotherapy
- Pathology
- In-patient

In addition, other system wide modules can be configured for local use.

For every installation of Casper, the specific details of what specialist clinical information is recorded, by whom and how this is disseminated across staff and locations is defined and configured locally during the installation and setup phase. This is undertaken in collaboration with the assigned Evergreen Application Specialist.

Return to Table of Contents

Return to Service Information

2.4.3 Information Assurance

All sensitive information is held within the MySQL database. Access is granted only to authenticated users via Casper's front end, or directly to the server for essential maintenance purposes via secure SSH by Evergreen team members.

Authentication is handled using MySQL and PHP sessions leveraged by Laravel's in-built security features and built to Evergreen's own security standards. When a user is created within Casper, they will be granted restricted access to the data according to their role, and their password will be encrypted and stored securely within Casper's system. A user can then be authenticated when they log in to Casper using information in the database.

The user's session ID is generated and stored as a cookie on their local machine, which references that user's unique user record within the system. No sensitive user information is stored within the cookie, and the user's session becomes invalid after a designated period of idling and non-activity, usually 30 minutes. This ensures a clinician can continue to use the system uninterrupted, but if the system is unused for a long period of time, any sensitive information is protected against unauthorised access.

All sites are secured with HTTPS and certificates are supplied by Evergreen to meet the minimum standard of TLS 1.2-, and 256-bit encryption keys. Where an application is client hosted with a custom URL, they are responsible for providing certificates for use with the platform.

All API communications are developed to OWASP standards using JWTs for inter-service authentication and all applications go through a full penetration test periodically.

Server access is by public key only and limited to key personnel within the Evergreen development team. Training and supervision is provided before any staff member may access a live server where hospital instances are being used.

Software is regularly updated, and patches and bug fixes applied where required

Return to Table of Contents

Return to Service Information

2.5 Vaccess Overview and Assurance

Our bespoke booking system for NHS vaccination management (influenza, COVID-19, or other) automates vaccine eligibility checks and allows patients to book and cancel vaccination appointments, whilst maintaining patient anonymity and data security.

The web-based platform streamlines the end-to-end vaccination process, reducing waste and saving money.

Vaccess allows patients to directly book their own vaccination appointment at a time and location that suits them. This significantly reduces demand on GP phone lines.

The software requests basic information from the patient (name, DoB, postcode) and uses this to screen against the practice's own eligibility criteria. If eligible, the patient can then proceed to book their own appointment. If a patient is unable to use the platform themselves, practice staff can also quickly add patients manually

The platform sends SMS and/or email confirmation and reminder messages to the patient to minimise DNAs. This also allows the patient to amend or cancel their booking themselves, if required. The system can manage all communications relating to the call/recall of the patient, either on its own or in conjunction with the practice's own systems.

The system uses the GOV. notify SMS and email service, meaning most if not all SMS and email communications are free to NHS service providers.

Vaccess enables clinicians to work from anywhere. Both, clinicians, and practice staff can coordinate and manage their vaccination programs via the cloud through a secure connection (HSCN).

Return to Table of Contents

Return to Service Information

2.5.1 Service Functional Capabilities

Vaccess is a web-based application, written in PHP. It is usually comprised of two components, an admin panel intended for access by clinical staff. As well as a public facing site, whom members of the public are encouraged to use. The two components communicate with each other over the internet. The public facing component is optional should Vaccess be restricted to only clinical staff.

Vaccess allows patients to directly book their own vaccination appointment at a time and location that suits them. This significantly reduces demand on GP phone lines.

The software requests basic information from the patient (name, DoB, postcode) and uses this to screen against the practice's own eligibility criteria. If eligible, the patient can then proceed to book their own appointment. If a patient is unable to use the platform themselves, practice staff can also quickly add patients manually

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required. The system can manage all communications relating to the call/recall of the patient, either on its own or in conjunction with the practice's own systems.

The system uses the GOV. notify SMS and email service, meaning most if not all SMS and email communications are free to NHS service providers

Return to Table of Contents

Return to Service Information

2.5.1 Service Non-Functional Capabilities

Vaccess is composed of two separate smaller applications, both built with near identical technologies. The two applications communicate with each other over the internet, via a private API. As a result, the patient facing site requires no database, and all data required is requested from the clinical facing admin panel.

The admin panel uses a queueing system to offload computationally expensive jobs, as well as outbound public communications, like patient SMS or appointment reminder emails.

Database
Vaccess uses one database, this is where all patient data and clinic scheduling data is held.

Structure
Both Vaccess components are built on top of Laravel, and follow:

- app - the majority of Vaccess's bespoke code, and logic
- bootstrap - Laravel's start-up code
- config - basic configuration details
- database - migrations and seeds used for database maintenance
- logs - general logs produced by Laravel
- resources - templates, styles, Javascript and language localisation
- routes - code based maps of the application
- storage - system generated files, such as logs and uploads
- tests - for internal testing
- vendor - Laravel's core logic with support libraries
- web - compiled styles, compiled Javascript and media files

Return to Table of Contents

Return to Service Information

2.5.2 Information Assurance

All sensitive information is held within the MySQL database. Access is granted only via secure SSH by Evergreen team members.

Authentication is handled using MySQL and Redis sessions leveraged by Laravel's in-built security features. When a user is created within Vaccess, they will be granted restricted access to the data according to their role, and their password will be encrypted and stored securely within Vaccess's system. A user can then be authenticated when they log in to Vaccess using information in the database.

The user's session ID is generated and stored as a cookie on their local machine, which references that user's unique user record within the system. No sensitive user information is stored within the cookie, and the user's session becomes invalid after a designated period of idling and non-activity. This ensures a clinician can continue to use the system uninterrupted, but if the system is unused for a long period of time, any sensitive information is protected against unauthorised access.

Evergreen has a comprehensive back-up plan implemented for Vaccess installations. Off-site backups are taken every hour, on the hour, where the last 6 hours are continuously rotated.

Additionally, a backup is taken at midnight daily, where the last 6 days are kept rotated.

Additional backups are also taken before upgrades, updates and software deployments

Return to Table of Contents

Return to Service Information

2.6 AskmyGP Overview and Assurance

askmyGP is our online consultation and workflow method that helps GP Practices manage patient caseload through operational change and digital triage. We make it easier for patients to contact their own practice and help practices prioritise and deliver high quality care efficiently within resources from throughout their networks.

This is achieved via a simple and secure interface that helps the practice team support good quality decision making and care based on clinical priority for all patient requests. Queries are all managed in the same way, meaning appropriate 'care navigation' can be delivered based on the circumstances of the patient, seen in context.

Patients describe their needs and expectations in their own words, allowing nuance of language and expression of choice to be used in determining dispositions. The askmyGP system encourages good communication with patients (resolving many cases at first contact) and ensures that patients quickly and easily get straight to the point. No patient is diverted until their case had been checked by the practice team.

In all cases, disposition and care decisions are based on the clinical judgement of the practice team, and their knowledge of the patient. All triage and treatment decisions are made in the practice. The provision of information by the patient in context supports very fast response times. This pace means that patients receive care quickly, usually the same day.

Simplicity is key. askmyGP does not require patients to identify their condition or work through a questionnaire – simply to state their concerns in their own words. This simplicity promotes uptake by patients. All requests regardless of source are triaged and prioritised in the same way, ensuring parity based on health care need.

Choice for patients is supported, for instance allowing preferences of GP, communication method and timing, etc. This leads to improved patient continuity, personalised care and increased patient satisfaction.

askmyGP differs from other online consultation systems in that it sets out to:

- deal with *all* patient demand, prioritised and managed on the basis of clinical need,
- retain clinical decision making by trained NHS professionals at the heart of the process,
- allow patients to describe their problem in their own words, without the use of complex menus or questionnaires,
- ensure that patient care is delivered on the basis of need, not choice of communication channel.

Choice & Control
Retain clinical decision making by trained NHS Professionals at the heart of the process. Keep control of access and demand at your practice.

All triage and treatment decisions are made in the practice, with no 'automated' diagnosis or algorithms – avoiding the risks of false positives and false negatives in automated flagging and ensuring no changes to your medico-legal liabilities.
In all cases, disposition and care decisions are based on the clinical judgement of the practice team, and their knowledge of the patient (i.e. care decisions are made in context, not based on the patient's selection from a list of conditions).

Practices using askmyGP retain complete control over opening times and clinicians' availability. Our support team will work with you to evaluate possible options based on our sophisticated analysis to help you manage your workload most effectively.

Opening hours, messages to patients, selection of clinical evaluation tools, or the onward transfer of the patients case to another service are all easily controlled by the practice.

Patient Identity Management
Allowing secure communication, management of continuity, detailed case history and analysis of "frequent flyers"

Simple
When you are helping a patient remotely, it's vital above all that you know who they are. Equally, making it hard for patients to verify themselves creates a barrier and cuts online usage to a fraction of its potential.

Secure
With askmyGP we've always taken the view that patient identity should be both secure and easy to manage using the best available tools. Patients start from your website, not by having to visit the practice, and they enter their details. In the background, we check them against the NHS Spine, matching them with the practice and adding their NHS number. It's then a single click to identify them on your clinical system. When you contact the patient for the first time, any member of staff can verify them once for all.

Safe

The patient now has a secure login by email and strong password, and you can rely on their identity without having to check each time. It's just as simple for proxies, parents, carers and nursing homes who together make up 15% of demand.
For the practice, strong identity management adds up to ease of use, security and peace of mind.

Equity of Access
Deals with all patient demand, prioritised and managed based on clinical need.

askmyGP allows for requests submitted by telephone or a walk-in visit to be entered into the system by practice staff to be managed alongside online requests. Patients are asked the same questions as if they were completing the request online. This leads to consistency in information gathering. In this way, the system provides practices with a complete workflow solution and ensures equity of access.

The system allows practices to work in different ways. This flexibility is welcomed by practices and can lead to some practices only using the system for online requests, while others incorporate patient requests made by other means.

Practices are supported to manage change, understand the effects on workflow and resources and use the associated system tools during comprehensive training provided during implementation.

Network Management
Enabling connected care provision throughout PCNs and the wider healthcare economy.

For groups or clusters of practices working in networks with other services, askmyGP can be extended to allow the more efficient management of shared resources.

Through the askmyGP system, patient requests can be directed by their practices to specialist clinics or services, such as physiotherapy, community mental health or diagnostic services, according to which partner in the network is providing the service.

Care networks
With people living longer, many with long term conditions, demand for care is increasing and practices across the UK are working together to share resources more effectively within their networks. askmyGP helps them manage this growing demand.

Connecting healthcare professionals
Networks of care between practices, specialist clinics, care services and hospital departments are central to the NHS as it adapts to meet the growing demand for patient care.
askmyGP connects services in these networks to manage patient caseload through the same trusted and proven digital triage tools currently being used with great effect by individual GP practices.

- Helps practices co-ordinate and integrate care
- Seamless connection between care providers
- Practice maintains patient/doctor relationship
- Extends across small and large networks of care
- Adaptable for community, mental health, social care, pharmacy, hospital and voluntary services

Simple Plain Language Interface
Allows patients to describe their problem in their own words, without complex menus or questionnaires.

askmyGP allows patients to describe their problem in their own words, without complex menus or questionnaires.

Patients and carers in all decades of life find the uncluttered, clear interface, easy to use. Submitting their query simply and easily leaves the phones free for those who have not got the technology or the capability.

Prior to answering just three questions about their condition, patients and carers can access the self-help provided by NHS. The questions simply ask what is wrong and for how long the patient has had the condition, providing space to outline their concerns and include photos if appropriate. Our data shows that the majority of patients would like their query answered but do not necessarily want a face to face appointment; currently about 10% of patients want face to face, pre COVID this was closer to 30%.

Those for whom English is a second language find it helpful to take time to elaborate on their concerns in the comfort of their home without the pressure of being in a time limited consultation with their GP or other health professional.

The same uncluttered, clear interface is used when the patient wants to view the practice response. If responses are provided via messaging, the patient/carer will have a summary of the outcome of the consultation.

Across a practice circa 70% of patients and carers use the system online with the remaining 30% submitting requests via the phone demonstrating that patients and carers alike can navigate the system with relative ease.

Effective Triage & Prioritisation
Ensures that patient care is delivered on the basis of need, not choice of communication channel.

Patient queries, symptoms and contextual information are exchanged securely with their registered GP practice:

- Clear presentation of patient submissions and preferences with tags to aid decision making
- Cases may be 'flagged' according to priority of need, or other factors relevant to clinical workflow (e.g. urgency, visit request)
- Direct two-way confidential messaging service between clinicians and their patients (this is controlled by the practice and can be terminated when required).
- Ability for the practice to send patient information, attachments and web links back to patients
- Ability to capture patient wellbeing scores through use of validated questionnaire such as PHQ9 for depression and GAD7 for anxiety or WEMWBS for wellbeing
- We support diversion of workflow according to e.g. 'out of hours' and other rules controlled by practices.

askmyGP allows for requests submitted by telephone or a walk-in visit to be entered into the system by practice staff. Patients are asked the same questions as if they were completing the request online. This leads to consistency in information gathering. In this way, the system provides practices with a complete workflow solution and ensures equity of access.

Online triage tools ensure prioritisation of all caseload, regardless of source (including red/amber flags to prioritise cases). Triage and consultation models and templates are configurable to support practices' preferred workflow structure, subject to appropriate clinical governance.

Superior Data & Analytics
Facilitating practice management, improvement activity and complete control over the wider effects of system usage.

One of the benefits of using AskmyGP is that we offer very detailed analytics to support practices. Our analytics service support practices to monitor activity in order to help capacity management and to support improvement.

We provide analysis of incoming activity patterns by providing analysis by hour, day, week and also over longer time scales to help analyse long term trends in incoming requests. In addition, we monitor key metrics about how the practice responds. For example:

- The speed of response
- The method of closure (compared to the requested method)
- Patient feedback
- Patient demographics
- Continuity
- Repeat user frequency

And many more. All of these help practices understand their patterns of activity and the effectiveness of their responses.

These metrics enable practices to understand their patient needs/wants and to adapt their processes to match demand as effectively as possible given their available resources. Practices can, for example, check their internal processes by comparing metrics like closure time across different staff members. Or can understand whether changes in closure times impact patient satisfaction. Built in analyses can enable practices to identify very frequent users and, if necessary, identify why some patients make very frequent requests and adapt their responses to reduce unnecessary repeat requests.

All of the metrics are available both for long runs of time and for near real-time analysis. This enables better responses to short term issues and analysis of longer-term trends, both of which can enable practices to develop better ways to develop their operating models to match the demand they face

Return to Table of Contents

Return to Service Information

2.6.1 Service Functional Capabilities

Functionality	Description of functionality
Patient registration	A patient or their proxy (e.g., a parent or carer) is able to register a patient for the service by entering their contact details and the patient's demographic information such as name, date of birth and gender using the Patient Portal. Alternatively, if required, a member of staff at the GP practice is able to register a patient for the service using the Staff Portal.
Creating and submitting a request	Once the patient is registered, a patient or their proxy is able to create and submit a request. The individual selects whether it is a new medical problem, an existing problem, a medication query, or any other question

	and then enters the details of their problem or question. They can select whether they wish to consult a particular named clinician and how they would like to be contacted including email message, telephone, video, or face to face appointment. This process creates an entity known as a 'request' with an associated request ID. Alternatively, if required, a member of staff at the GP practice is able to create and submit a request on behalf of the patient on the Staff Portal. For example, where the patient has telephoned the GP practice. This allows all requests to be prioritised and managed in the system.
Request managed by GP practice staff	Once a request is submitted, the patient's demographic details along with the request can be viewed in the Staff Portal. A user working in the relevant GP practice, typically a receptionist, is able to review the request and assign it to the most appropriate clinician or group of clinicians e.g., doctors or practice nurses, for action. Once a request has been actioned, the clinician can choose to await reply if they have messaged the patient, or they can complete the request. If they choose to await reply, the number of waiting days can be set, which places the request into a waiting state. If a reply is received from the patient while the request is in a waiting state the request will be returned to the current assignees list of requests. If no reply is received after the number of waiting days, the request can be set to auto-complete or be returned to the current assignees list of requests. Alternatively, the clinician can choose to create a follow up message on a completed request, for example if the clinician wants to complete the request but follow up the patient at a later date. A message can be created and the date and time the message should be sent can be set along with the number of waiting days. Once the message is sent on the specified date and time the patient will receive an email to notify them of the follow up and a new request thread containing the follow up message will be displayed on the Patient Portal. If a reply is received from the patient while the request is in a waiting state the request will be returned to the current assignees list of requests. If no reply is received after the number of waiting days, the request can be set to auto-complete or be returned to the current assignees list of requests. Follow ups are clearly marked as such in the list of requests.
Highlight multiple open requests	Where a patient has more than one open request, this is indicated by displaying the number of open requests in a 'bubble' on each of the open requests in the request lists. Clicking the 'bubble' applies a filter to the request lists so that all the open requests submitted by the patient are displayed. Application of this filter is indicated by the patient's name being displayed at the top of the request lists. In addition, where a proxy, e.g. a parent or a care home, has submitted more than one request, this is indicated by displaying the number of open requests in a 'bubble' on each of the open requests in the requests lists. Clicking the 'bubble' applies a filter to the request lists so that all the open requests submitted by the proxy are displayed. Application of this filter is indicated by the proxy's name being displayed at the top of the request lists.
Requests Lists	Requests are displayed in an appropriate requests list depending on whether they are newly received, assigned to a clinician, set to a waiting state or completed. Users can select the number of patient requests displayed per page from a pre-defined number and can select to display oldest or newest requests at the top of the list.

Two-way messaging	Once a request is submitted by a patient, GP practice staff are able to create and send a message to a patient. A message can only be sent to a patient if they have a valid email address entered in their patient details. The patient is sent an email to notify them of a new message from the GP practice and if the patient has downloaded a shortcut to their home screen or desktop they will receive a notification. However, iOS devices do not currently permit notifications. The patient can then view and respond to the message by directly logging into the Patient Portal or by clicking on the link sent in the email and logging in from there. If the patient is already logged in to the Patient Portal clicking on the link will take the patient directly to the request message thread where the message can be viewed. In the Staff Portal message status icons indicate whether there are unread messages sent by either the patient or another staff member and whether the patient has read a message or not yet read a message sent by the GP practice. Similarly, in the Patient Portal message status icons indicate whether there are unread messages sent by the GP practice, whether a request has been received but not yet assigned or has been assigned or completed and closed.
Pre-set messages	A library of pre-set messages can be set up such that a standard response can be sent to a patient request. Pre-set messages can be set up for use at an organisational level, which are able to be selected by anyone at the GP practice, or at a personal level which are only able to be selected by the current user. Once selected the pre-set message can be edited and added to at this point prior to sending.
Flag the level of urgency	Patient requests can be manually flagged by GP practice staff to indicate a level of urgency or a visit request. In addition, any request submitted for a child aged under 1 year are automatically flagged as urgent. Where a request has been flagged with a level of urgency or a visit request, this is displayed in the requests lists as a coloured bar to the left of the request. The open requests lists have a default primary sort order, where requests are presented according to urgency in the following order: emergency, urgent, visit request, routine then lower priority.
Tags	Tags can be created locally by GP practices and applied at either patient level, e.g., pregnant, or request level, e.g., sick note. Patient level tags remain permanently on the patient's record until they are removed and each newly submitted request has any patient level tags applied automatically.
Internal messaging	GP practice staff are able to create and send an internal message to another practice staff member regarding a particular patient.
Video consultation	Once a request is submitted by a patient, an invitation to join a video consultation can be sent to the patient where the clinician feels this is appropriate. The patient is sent a secure email to notify them of a new message from the GP practice. In cases where the practice uses a suitable SMS system, the patient may also be sent an SMS message to notify them of the invitation. The patient can view the message by directly logging into the Patient Portal or by clicking on the link sent in the email (or SMS message) and logging in from there. The video consultation is accessed by the patient by clicking on a Video Call button in the message thread on the Patient Portal.

	Once the patient joins the video consultation the clinician is notified and a Video Call button in the request message thread is made available on the Staff Portal.
Attach photo or other type of document	A patient or their proxy is able to attach a photo to the request if the patient's problem relates to, for example, a rash. Alternatively, GP practice staff can attach a document to send to patients or internally to another member of practice staff.
Forms and questionnaires	Once a request is submitted by a patient, a pre-defined form or questionnaire, e.g. GAD-7 or Oxford Knee Score, can be selected by GP practice staff to send to the patient for completion. Once the form or questionnaire is selected it is attached to a pre-populated (pre-set) message to request that the patient completes the attached form. Once the form or questionnaire has been completed then a summary of the responses, any associated scores and total score are displayed in the request message thread. The full detail of the questions, responses and scores can be viewed in the attached completed form. Forms or questionnaires can also be completed by GP practice staff on behalf of the patient via telephone.
Copy and paste	Once a request is completed, the patient's identifying details, the Request ID and a summary of the request are displayed in a copy box for copying and pasting to the patient's GP electronic record, e.g. EMIS, and further clinical details added as required. Where a form or questionnaire has been completed, a summary of the responses, any associated scores and total score are also displayed in the copy box.
NHS Spine (Personal Demographics Service) Lookup	Provides the ability for a GP to enter minimum acceptable demographic search criteria and look up a patient's full demographic details held on PDS (the national electronic database of NHS patient details) such as name, address, date of birth and NHS Number. The demographic details can then be transferred to the patient record.
Patient search facility	Provides the ability for GP practices to search for patients using a number of search criteria.
Manage duplicate patients	Provides a list of potential duplicate patients and allows GP practice staff to merge patient records, as appropriate.
Previous requests	Provides access to previous requests submitted by or on behalf of a patient.
System administration	System administrators are able to configure the system for the local environment and also manage user accounts and user groups.
Network capabilities	Network capabilities, specifically the means to transfer or share requests between providers, are offered to groups of services using askmyGP. Access to network capabilities are subject to contractual agreement and must be configured separately by the Company who verify the identity of services prior to configuration. Once configured, the GP practice can *share* a patient request with another provider in order to access specialist advice, e.g. dermatology, or the originating GP practice can *transfer* a patient request to another provider in the case where the patient may need specialist treatment or care e.g. physiotherapy. When a request is shared or transferred, the originating GP practice and the provider receiving the request can exchange internal messages between themselves and both are able to message the patient. All messages exchanged are visible in the message thread of the request.

	For a shared request, the GP practice retains overall responsibility including for completing the request. For a transferred request, the provider receiving the request takes overall responsibility including for completing the request. Before a request can be shared or transferred the patient's NHS/CHI Number must be set in the system and their ID status set to verified.

Return to Table of Contents

Return to Service Information

2.6.2 Service Non-Functional Capabilities

Functionality	Description of functionality
Reports and Analytics	Reports and analytics are produced by the Company to enable GP practices to measure operational performance in detail. These are made available to view within the askmyGP system.
Demand and Capacity Dashboard	The dashboard provides statistics regarding the predicted demand and estimated capacity at the GP practice including the number of new and assigned requests.
Capacity Planning	Provides a facility to record the GP practices list size, the predicted demand and the number of sessions required to deal with that predicted demand.
News and Updates	Provides a facility for the Company to post news items and updates regarding the askmyGP system.
Patient Feedback	Provides a facility for GP practices to view patient feedback regarding the askmyGP system.

Return to Table of Contents

Return to Service Information

2.6.3 Information Assurance

Data centre hosting model

All patient data are hosted within the UK and subject to the connection requirements of the N3/HSCN network. Data hosting arrangements meet ISO 27001:2013 and physical security to BS5979. At the patient interface data are encrypted and secured by passwords of validated complexity. Personal and sensitive data is available only to the practice at which that individual patient is registered. Robust clinical governance exceeds the requirements of DCB 0129 and DCB 0160 accreditation.

End user devices must be connected to HSCN/N3

Return to Table of Contents

Return to Service Information

2.7 Security

Evergreen Life adopts a Cloud First approach of all products. We have no reliability on head office infrastructure with all services hosted in AWS. Our Cloud First approach goes beyond the traditional hosting of virtual machines with both Platform and Software as a Service approaches being a core principle for our current and future infrastructure. This helps to provide greater stability, security, and scalability for our products.

The Evergreen Ecosystem is currently deployed to the AWS Cloud using IaC(Terraform) and core AWS platform PaaS. Evergreen uses Golden Images and Trend Deep Security. Evergreen utilises several AWS accounts for non-production and production with repeatable account separation, pipelines, and deployment workflow. Azure AD is used for SSO to back-office editor subsystem.

The Evergreen AWS Implementation is predominantly based on AWS Linux 2, but it does have several Windows Server VM's to help the operations team carry out maintenance although the solutions are predominantly run.

The BYOD client requires only a suitable patched supported version of Android or IOS.

Our Web solution utilised Electron in situations where a Web Browser based solution requires additional security measures or configuration/installation in a Desktop environment including Citrix.

Connectivity to the HSCN is provided by Cloud Gateway.

Evergreen Health Solutions together with it's group Companies, Cievert & Salvie all hold current ISO 27001 certifications, and this is underpinned by our robust Information Security Management System.

[See Appendix 4 for further guidance].

Return to Table of Contents

Return to Service Information

2.7.1 Secure Encrypted Connection from the Client to the Application

All Evergreen Life services are compliant with the Data Security and Protection Toolkit, the Information Governance Tool Kit and Cyber Essentials.

User identification is required via username and password to access the services. We have a cloud based active directory include two factor authentication for access to any internal or cloud systems.

The services, Casper and Vaccess, also generates and stores the user's session ID as a cookie on their local machine, which references that user's unique use record within the system. No sensitive user information is stored within the cookie, and the user's session becomes invalid after a designated period of idling and non-activity, usually 30 minutes. This ensures a clinician can continue to use the system uninterrupted but if the system is unused for a long period of time, any sensitive information is protected against unauthorised access.

Authentication in each case will be required to validate either patient or clinician user. This pre-assigned user access level will restrict access to sensitive parts of the system. A clinician will need to enter a valid user email and a valid password linked to that email address in order to gain access to the system. A patient will need to have a valid episode within the application, created by a clinician and will then need to independently validate their identity to access their predetermined PROMs. To do this they will be required to enter a temporary token, their date of birth and postcode as a minimum requirement. All tokens are issued from the hospital server which links the token to the patient. No patient data (including demographics) is ever stored outside the hospital interface. For authentication, the token functions as a unique username and a hash of their postcode and date of birth functions as a password. A token expires after a customisable period of time or if a replacement token is generated.

The database is not available directly via the application's interface. Access to the database requires server access at a minimum, discussed in section 3.5 Server Security. Any data presented will be the result of pre-defined queries that follow all standard guidelines for safety with regard to SQL injection. This is achieved by using Laravel's dedicated libraries for data access within PHP that are built upon PHP's native PDO modules.

A separate user right is configured to control authority for the exporting of reports or other exportable documents that link patient questionnaire responses to patient identifiable data such as names, unique identifiers (NHS, Trust Numbers, etc.).

Ultimate authority for assigning the above right resides with any user granted administrative system rights.

All application instances are secured with HTTPS and certificates are supplied by Evergreen to meet the minimum standard of TLS 1.2 and 256 bit keys. Where an application is client hosted with a custom URL, they are responsible for providing certificates for use with the platform.

All API communications are developed to OWASP standards using JWTs for inter-service authentication and all applications go through a full penetration test periodically.

Software is regularly updated, and patches and bug fixes applied where required.

Return to Table of Contents

Return to Service Information

2.8 Backup/Restore and Disaster Recovery Provision

Evergreen Life recognizes the importance of an active and fully supported BC/DR program to ensure the safety, health and continued availability of employment of its employees and the production and delivery of services for customers and other stakeholders. Evergreen Life requires the commitment of each employee, department and vendor in support of the activities required to protect these Services, assets, mission and survivability.

Evergreen Life utilises hosting services in Amazon Web Services for the provision of the Evergreen Life service and for the Authentication and Mobile App Server. Maintenance of the

Service Levels in these centres is that required by the Authority for the delivery of a Principal GP Clinical System.

Data and service duplication and back up ensure that fail over to an alternative is possible. All data Backup areas are analysed and the Backups are scheduled dependent on the data and recovery requirements, this is reviewed when any change to the data / system / OS is updated or on a 6 month review (whichever happens first) approach.

The solution is deployed in the cloud virtual or serverless platform, which means in the event of a catastrophic failure the service can either continue to be provided from another instance of services given they span multiple cloud availability zones. For services that are not fully automated they can be rapidly redeployed from snapshots/backups of the Virtual servers. Snapshots/backups are taken whenever services change for instance after an upgrade or patching of OS or upgrade of application.

Return to normal service level can either be achieved via the above-mentioned method, or via mainly automated processes (already detailed) that exist to rebuild the solution from scratch. This is seen to be the final method as snap shots and backups of the virtual servers and databases are most likely to be able to restore the service without the need for complete re-installation of the services. 95%+ of the data held in databases in our production cloud account is served by platform managed services that are high available, span multiple availability zones and point in time recovery comes as standard.

Return to Table of Contents

Return to Service Information

2.9 Technical Requirements

2.9.1 Evergreen Life

Evergreen Life offers Patient Facing Services (record view, appointments management and repeat medication management) via the following Browsers:

- IE9+
- Edge
- Firefox 3.5+
- Chrome 4+
- Safari 3.1+

There is no browser-based version of the consultation feature, this is only accessible via the Evergreen Life App which is IOS and Android Compatible.

2.9.2 Evergreen Connect

The Evergreen Connect end-user client runs as a desktop application either locally on a physical machine or via a Virtual Desktop solution.

The application makes use of Chromium technology and as such matches many of the minimum system requirements of web browsers such as Microsoft Edge or Google Chrome.

In general, if the installation target is currently capable of running a modern web browser, it will be capable of running Evergreen Connect.

The Evergreen Connect client will consume between 500MB-1.5GB of RAM during use. For an optimum user-experience, please consider how much free RAM is available when running the client alongside other memory-intensive applications.

	Minimum	**Recommended**
Processor	Intel Core i3 equivalent, 64bit CPU	
RAM	4GB	6GB
Hard Drive	4GB free space	
Display	1024x768	1920x1080 or higher

The Evergreen Connect Client is compiled to a target architecture of x64 (amd64) and will only run-on 64-bit CPUs.

Operating systems and local software must at a minimum be upgraded to the long-term support (LTS) versions supplied by their respective vendors and all licensing conditions for such software must be complied with.

An enterprise-level anti-virus solution must be installed and maintained on all client machines running Evergreen Connect.

Microsoft .NET4 framework is a requirement for the Evergreen Connect client. The redistributable is bundled with the Evergreen Connect client installer.

NHS Digital Warranted Environment Specification (WES)
The Evergreen Connect client is aligned to version 1.2021 of the NHS Digital Warranted Environment Specification (WES) but excludes clients running Windows 7 or 32-bit operating systems.

Network connectivity
Whilst it is running, the Evergreen Connect client makes TCP/IP requests on port 443 (HTTPS) over the internet. To facilitate this, the client requires an internet connection and a firewall configuration that allows this network traffic.

A minimum internet speed of 15 Mbps shared between at most 5 clients is required for reasonable operation.

Installation and filesystem permissions
The Evergreen Connect client is distributed as an executable installer.

The application installs within the user directory on a per-user basis, there are no elevated filesystem permissions required.

Automatic updates
The Evergreen Connect client will periodically check for and download updates. Updates are automatically installed when the application is restarted.

When a client is no longer compatible with the Evergreen Connect back-end service, the client will no longer allow a user to log into the service until the application has been restarted and updated.

Virtual Desktop Interface
There are no specific restrictions related to running Evergreen Connect within a VDI. As there are many VDI options and configurations possible, please contact your Evergreen Health representative to discuss potential requirements.

Authentication
Each account in the Evergreen Connect service is linked to an email address.

Basic authentication is based on email address and password.

In addition to basic authentication, Evergreen Connect is capable of integrating with any OpenID Connect (OIDC) compliant federated authentication service.

Integration and assurance with NHS Care Identity's OIDC flow is currently being undertaken.

Integration
The Evergreen Connect client integrates with clinical systems running on the desktop alongside it.

2.9.3 Casper

Casper is a responsive web application to the extent that it can be used on mobile devices in landscape orientation. It is recommended a screen size of no less than 1024 x 768 be used to view the application. An identical experience is provided on all desktops and tested mobile devices operating in landscape orientation, including iPad Pro and devices with similar screen dimensions.

Casper can be deployed on any suitable web server. A Linux based server or Linux virtual machine is recommended although not essential. Unlike standard web applications, it does not require a domain name, and is designed to be served and accessed using an IP Address across HSCN.

The solution can run on Evergreen supplied and managed virtual machine within HSCN datacentres or alternatively can be hosted locally on a suitable server of virtual machine and has been designed and developed to run on open-source software.

Indicative virtual server requirements
For a standard Casper support contract, Evergreen would expect to host the application on its own HSCN virtual server environment. If the platform is required to be hosted locally by the customer then the following is an example specification (Actual requirements will vary depending on use case):

- CPU - 2GHz or above, 2x virtual CPUs (dual-core)
- RAM - 4GB+
- Storage - Casper requires around 20-40GB to store information, but a more sensible requirement of 150-200GB ensures archive and backup capabilities
- Partitioning - 4GB swap partition recommended, everything else mounted as root filesystem

Minimum server software requirements
For a standard Casper support contract, Evergreen would expect to provision and maintain all software running on its own HSCN virtual server environment. If the platform is required to be hosted locally by the customer, the following is an example specification (Actual requirements will vary depending on use case):
Minimum requirements for Casper are stable versions of the following:

- Operating system – Ubuntu Server LTS 16.04
- NGINX – HTTP server
- PHP – v7.2 or above, installed as a CLI and PHP-FPM
- PHP extensions - curl, gd, json, mcrypt, mysql
- MySQL server v5.7.x or above

Server Software
All software required to run Casper will be provided by Evergreen, regardless of the hardware installation model. For VM Installations, Evergreen will manage everything from the operating system upwards. No additional licences will need to be purchased in order to run Casper.

End User Requirements
Casper has been built using HTML as a markup language to dictate structure and semantics, CSS for styling and visuals, and Javascript for an enhanced user experience, effects and additional functionality. It complies with all current standards as dictated by the W3C. The application runs best on any PC or Mac using a web browser with a screen resolution of at least 1024x768.

In theory, all web browsers are supported; but for compatibility and security reasons the following browsers are recommended:

- Internet Explorer – all versions supported by Microsoft
- EDGE – all versions supported by Microsoft
- Firefox – all versions within 2 years of latest release
- Safari – all versions within 2 years of latest release
- Google Chrome – all versions within 2 years of latest release

Casper is also supported on iPads and other tablets, but it is not currently suitable for use on mobile phone.

2.9.4 Vaccess
Vaccess can be deployed on any suitable Linux-based web server. Both components must be installed separately and treated as distinct applications, although they may inhabit the same physical server. Both components should have a registered domain, but direct IP access is possible.

The software has been designed and developed to run on open-source software.

Server Hardware

Vaccess can be run on Evergreen-managed servers. Server capacity can be matched to the specific requirements of each project, this is usually dependent on the expected activity and traffic of the application. Projects expecting high amounts of traffic and throughput will need more capable hardware than smaller projects.

As a rough estimate we recommend a server with the following specification as a minimum:

Admin Panel (API)

- 2GHz Dedicated Quad Core CPU
- 8GB RAM
- 120GB Storage Space

Public Facing Portal

- 2GHz Dedicated Quad Core CPU
- 2GB RAM
- 60GB Storage Space
- 2.3 Server Software

All software required to run Vaccess will be provided by Evergreen regardless of the hardware. No additional licences will need to be purchased to run Vaccess.

Minimum requirements for Vaccess are stable versions of the following on both servers:

- Ubuntu 18.04 LTS
- PHP 7.4, CLI and PHP-FPM, Predis
- Redis
- The following PHP extensions:
    - BCMath PHP Extension
    - Ctype PHP Extension
    - Fileinfo PHP extension
    - JSON PHP Extension
    - Mbstring PHP Extension
    - OpenSSL PHP Extension
    - PDO PHP Extension
    - Tokenizer PHP Extension
    - XML PHP Extension
- MySQL 5.6
- Nginx 1.20.0
- Node v16
- Chrome

End User Requirements

For either component of the Vaccess application, users require a stable internet connection.

To ensure the best experience, we aim to support the last two versions of every major modern browser at any time. Major modern browsers are defined as:

- Firefox
- Safari
- Microsoft Edge
- Google Chrome

The application should still be functional on most other modern browsers. Internet Explorer may still work, but is not supported after security updates were discontinued by Microsoft.

The public facing site may be accessed using a tablet, mobile phone or laptop / desktop computer, with any operating system.

To maintain the best experience, we recommend that users of the admin panel should access the site using a laptop or desktop PC. For users accessing the public facing application, the platform is tested on a wide variety of mobile devices to ensure usability.

2.9.5 askmyGP

To use askmyGP effectively, the system setup must meet certain minimum requirements. Note: that the minimum requirements of askmyGP can be subject to change. Where such a change is likely to have broad impact on askmyGP's user base, every effort will be made to communicate these decisions ahead of time.

Disk space
There are no specific disk space requirements to run askmyGP effectively, however, the application file size is approximately 5MB.

Hardware
Operating System - askmyGP only requires a supported browser and should run regardless of the underlying operating system. The application is tested on Windows, OSX, iOS, Android and Linux and requires cookies to be enabled within the browser.

Screen resolution – The minimum resolution of the monitor should be 1024x768. In addition, browser client area should be no less than 1024x768.

Peripherals – To maximise efficiency when using the system, askmyGP strongly recommend that all clinicians are equipped with the following:

- Two monitors – this enables the clinician to always have one screen with their active askmyGP session open and a second screen for accessing their practice clinical system.
- Webcam and Microphone – askmyGP has video calling capabilities and requires a webcam and microphone to facilitate two-way video calling. Note: A video camera is not essential as one-way video call with a patient can still be initiated where only the patient has an available camera.

Configuration
Please ensure that the following ports:

- 80
- 443
- 6000 – 6010

are open for outgoing TCP connections to the following IP addresses:

- 10.215.86.145
- 10.215.86.147 - 10.215.86.150

Video calls

askmyGP uses Gruveo to enable you to make video calls from the browser on your computers which can be received by patients using computers as well as Android and iOS mobile devices. No plugins or other downloads are required.

Gruveo uses the open source WebRTC protocol (documented at **https://webrtc.org/**) to connect between clinician and patient devices. As noted above, ports 6000-6010, 80 and 443 (TCP) need to be open. In addition, ports in the range 49152:65535 will also need to be open for UDP to support inbound WebRTC connections. You will also need to ensure that **gruveo.com** is not being blocked by your local IT group policy/firewall.

Video calls via Gruveo are supported on the following devices:

Desktop or Laptop:

- Recent Chrome and Firefox on Windows, macOS and Linux
- Safari 11 and above on macOS

Android phones and tablets:

- Chrome and Firefox for Android, as well as other Chrome-like browsers
- iPhone, iPad and iPod touch:
- Safari (iOS 11 and above only)*

*Please note that due to iOS limitations, Gruveo does not work in-app (via the askmyGP PWA) and third-party browsers on iOS. Gruveo displays a message directing the user to switch to vanilla Safari in that case.

When prompted by your browser, you will need to enable camera and microphone access. Gruveo video requires 300 Kbps (kilobits per second) at a minimum to run properly.

Web Browser
All vendor supported browsers which are fully HTML5 compatible are supported. This include browsers available from Chrome, Microsoft Edge, Safari (version 10+) and Firefox and no special settings are required. IE11 is not supported. Cookies must be enabled within the browser.

Testing- The application is tested across a range of supported browsers to ensure compatibility, but this is limited only to the current and previous browser versions.

Provider Connectivity
Due to the Patient Identifiable Data (PID) accessible within the application, a connection to the HSCN (Health & Social Care Network) is required at all times. Any computer within the GP practice will be connected to this network, but if working remotely you will need to obtain access via a VPN (Virtual Private Network) which can be provided by your local IT support.

VPN Access - If you are attempting to access askmyGP via VPN and are encountering issues, please view the troubleshooting guidance below and try the following:

- Reset TLS Settings: This can be done by going to: *Settings* > *Internet Options* > *Advanced* > *Security* > *Use TLS 1.2*

The "Use TLS 1.2" part can be 1.2 or 1.3, but it should not be set to 1.0 (which we don't support as it is insecure). For Further details Click **here**

Please ensure that the following ports:

- 80
- 443
- 6000 – 6010

are open for outgoing TCP connections to the following IP addresses:

- 215.86.145
- 215.86.147 - 10.215.86.150

- 215.86.147 - 10.215.86.150

Return to Table of Contents

Return to Service Information

2.10 Browsers

All of our services can be accessed via modern web browsers, however for compatibility and security reasons the following browsers are recommended

	IE9+	Edge	Firefox	Safari	Google Chrome	Opera
EGL App	✓	✓	✓	✓	✓	
EGL Connect						
Casper	✓	✓	✓	✓	✓	
Vaccess		✓	✓	✓	✓	

askmyGP		✓	✓	✓	✓	✓

In addition to the above, Evergreen will only recommended versions supported by the relevant Manufacturer, ie Microsoft, and ideally within 2 years of their latest release.

Return to Table of Contents

Return to Service Information

2.11 Service Pricing

In this section you will find an introduction to all the types of charges that you may incur in consuming our service. This will identify any setting up costs, operating costs, service closure costs and any optional charges from services that may accompany our services such as consultancy and training.

All pricing quoted is Exclusive of VAT.

Return to Table of Contents

Return to Service Information

2.11.1 Service Provision Pricing

The Evergreen Life App is free for anyone to download and use.

Service	Licence Cost	Unit Type
Evergreen Life Connect (price based per patient) Level 1 Level 2 Level 3 *customers requiring level 2 and or level 3 must also purchase level 1 & 2.	 £0.35 £0.65 £0.25	 per patient
Vaccess (based on per vaccination activity 4,500 7,000 11,000 20,000 40,000 70,000	 £4,000 £6,000 £7,500 £10,000 £15,000 £24,500	 per vaccination
askmyGP Transform – Year 1 for New Service Users Health Checks Year 2 Improve Pro Health Checks	 £1.90 £0.35 £0.79 £0.35	 per patient
Casper Core Platform Core Out Patient Module In-Patient Reporting **Additional Casper Services** Additional Module In-patient Module Reporting Additional Centre Additional Unit Satellite Spine Connection 50 User Licence Additional Server Instance	 £16,750 £2,600 £1,000 £7,000 £2,600 £1,000 £7,000 £2,500 £2,500 £2,000 £1,500 £3,000	 Per Service

Return to Table of Contents

Return to Service Information

2.11.2 On-Boarding Charges

Service	Implementation Cost
Evergreen Life Connect (price based per patient)	£0.50
Vaccess - Set up Configuration and Training	£4.500
askmyGP Implementation per site	 £3,000

Casper Core Platform	
Spine Interface Configuration	£5,000
Casper training, configuration & Set Up (40Hrs)	£3,750
Additional Casper Services	
Additional Module	£5,000
In-patient Module	£2,000
Reporting	£600
Additional Centre	£5,000
Additional Unit	£2,000
Satellite	£1,500
Spine Connection	£5,500
Additional Server Instance	£3,000

Return to Table of Contents

Return to Service Information

2.11.3 Off-Boarding Charges

Evergreen have no off-boarding charges.

Return to Table of Contents

Return to Service Information

2.11.4 Termination Charges

Should the customer terminate the contract, then the customer shall pay to the supplier all fees due in that agreed contract term.

Return to Table of Contents

Return to Service Information

2.11.5 Consultancy Charges

Our consultancy pricing is detailed within the SFIA document

Return to Table of Contents

Return to Service Information

2.11.6 Other Charges

Service	Implementation Cost
Vaccess – Communication	FoC

Emails SMS – First 10,000 Messages SMS – Subsequent SMS Costs Letter – 2nd class Post *accurate SMS costs are available from https://www.notifications.service.gov.uk/pricing	FoC £0.0158 £0.41
Additional Support for all services Price per hour 8 hour bundle 16 Hour Bundle 40 Hour Bundle	 £125 £975 £1,900 £4,500

Return to Table of Contents

Return to Service Information

3 G-Cloud Alignment Information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1 On-Boarding and Off-Boarding Processes

Return to Table of Contents

Return to G-Cloud Alignment Information

3.1.1 On-Boarding

Our Implementation Team will work closely with your Project Team to clarify and agree the detailed planning in an initial kick-off meeting and take responsibility for delivering that plan. Our Implementation Manager also leads a team of staff in collating the detail necessary to set up the system. This information gathering will be done in advance, direct contact with will commence as necessary, when official communication channels are opened by our customer

Mobilisation/Implementation
Our implementation flows through several stages based on Prince2 methodology:

- Kick-off/Pre-Planning
- Detailed Planning/Information Gathering
- Implementation
- Go Live
- Post implementation Support/Progress Review

Controlled Approach
We take a controlled, phased approach to deployment. This allows us to review, adjust and make changes on a small scale and put lessons learnt into practice. Organisations are encouraged to work together during deployment, enabling them to share best practice.

Structured Mobilisation and Deployment Process
Our well established, structured deployment process is designed for minimal impact on your organisation and staff when getting our software solutions up and running. Easy to follow, clear communications are provided to practices at each milestone ensuring they are well guided and informed throughout the process.

An example of a typical NHS customer journey would look include:

Engagement
We work in partnership with the CCG to ensure early engagement with participating practices. Having supplied IT and digital services into Primary Care the last five years, we understand the challenges involved with integrating technology into GP Practices. Ensuring everyone understands why the solution being rolled out and putting in place relevant processes and workflows are key to its success.

On-boarding and Implementation
Once users have registered to access their system our team help with staff and patient engagement and education of the new solution. Using a variety of methods we guide customers through the process, providing on boarding material and training workshops to help ensure each practice is able to realise the benefits. Our Transformation and Optimisation Programme is key to us helping practices manage the implementation of our solutions.

Go-Live
The service is available to all users. Practices have access to our Online Support Centre and Service Desk team for any support or guidance. We encourage practices to continually review and assess uptake of the service and invite them to a second Transformation & Optimisation Session.

Tracking/Reporting on Progress
Tracking and reporting on progress is standard project management activity. We track practice progress and hold weekly meetings with the CCG. Maintaining the momentum during implementation is key to ensuring the benefits of the new solution are realised at the earliest possible opportunity, for both the practice and their patients.

All our services apart from the Evergreen Life App, require some form of configuration and we therefore endeavour to work with the customer to help them get the most out of the application. In the process, we further them with onsite instruction and guide them through use of our video tutorial library, online documentation and online support tools. We provide onsite training where required and remote training via video conferencing software for further training where site visits are not required or convenient.

For the Evergreen Life App, the user simply creates a login on our website or downloads the app and logs on to it. Help documentation is available on the Evergreen Life Website https://help.evergreen-life.co.uk

Return to Table of Contents

Return to G-Cloud Alignment Information

3.1.2 Off-Boarding

Casper/Vaccess/Connect
After the end of contract date has passed, Evergreen Life, will cease access to the customer's service installation. At this point, the customer will have access to an archive containing the datasets from the service itself, in a neutral non-proprietary format, such as a set of CSV files, for download securely via N3. This link will be available to the customer for 90 days, at which point it will be removed. Once the 90 days have passed, both the archive and the installation database for the customer will be securely deleted along with all backup files.

askmyGP

In normal use, data is transferred incrementally to providers. At contract end, a full transfer is offered for one month free of charge.

Evergreen Life App
The Evergreen Life App offers a personal health record which is free of charge for our users. They retain their data for as long as they have the app installed or have access to their account on our website. Users can request to have all data relating to them deleted at any time via our support team and in line with GDPR.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.2 Service Management Details

3.2.1 Technical Boundary

The Evergreen Ecosystem is currently deployed to the AWS Cloud using IaC (Terraform) and core AWS platform PaaS.

All data is currently stored and processed within UK Data centres only.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.2.2 Support Boundary

All the Evergreen services are designed to run over Evergreen Supplied and Managed infrastructure currently hosted within AWS. Due to the Patient Identifiable Data (PID) accessible within the application, a connection to the HSCN (Health & Social Care Network) is required. Any computer within a Healthcare Organisation, will be connected to this network, but if working remotely users will need to obtain access via a VPN (Virtual Private Network).

Return to Table of Contents

Return to G-Cloud Alignment Information

3.2.3 User Authorization and Roles

Access to servers will be granted to Evergreen development staff only via SSH secure authentication. Deployment of code will be made manually and under full control of the development staff. This means no third-party deployment tools will be used to update live instances of any code. In addition, all databases used for the applications will require authentication with username and password.

Evergreen uses password supported SSH encryption rather than a plain key since access to the server may give access to the database where the application's source code and database are housed on the same server.

As an additional note, the PHP code that drives the system is housed outside the web-root directory so incorrect configurations will not risk exposing the code content of any web applications.

A separate user right is configured to control authority for the exporting of reports or other exportable documents that link patient responses to patient identifiable data such as names, or unique identifiers (NHS, Trust Numbers etc). Ultimate authority for assigning these rights resides with any user granted administrative system rights.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.2.4 General Support details

(1) Support: 20 hours per annum to be used by the customer for training, support, service requests and local development of the service. (Unused Support will not roll forward into subsequent years).

Extended support hours and services may be agreed on a case by case basis with a customer, but may be subject to additional fees to be agreed between the parties. Please contact us to discuss.

During the term of the contract, the Evergreen Support team will offer technical support to all users.

In addition to this all Support customers will be allocated 20 hours per annum for training, support, service requests and local development of the service. (Unused Support will not roll forward into the subsequent years.

Extended bundles of support are available and the pricing for this is defined under Section 2.11.7

Evergreen Life & Connect

The Evergreen Support team provides technical support to all users of the Evergreen solutions. All of the Support team are ITIL trained and have in depth knowledge of our entire application, allowing them to advise users of all types how best to utilise our solutions and to resolve any issues they may have.

The Support Desk is available between 0830hrs – 1730 hrs Monday – Friday (Excluding Bank Holidays).

General support can be found on the Evergreen Life Help Portal (https://help.evergreen-life.co.uk/) with additional phone, email and live chat support offered.

Support	
Email	hello@evergreen-life.co.uk
Live chat (Available in Support Hours)	Available via the Evergreen Life Help Portal: https://help.evergreen-life.co.uk/
Telephone (Available Support Hours)	0161 768 60 63

Support Service levels

		Operating Service Level (OSL)
Service Desk response time	Acknowledge	Within 1 working day
	Respond	Within 5 working days
	Update	Every 5 working days
Escalation and Complaints Management	Acknowledge	Within 1 working day
	Respond	Within 5 Working Days
	Update	Every 5 Working Days

Casper and Vaccess

The periods during which the Supplier provides the Managed Services shall be 24 hours a day, 365 (366 on leap years) days per year including bank holidays. This is a business critical system and availability is paramount. Remote support and diagnostics are available normal working days, Monday to Friday, excluding all Bank holidays in England, between the hours of 08:30 – 17:30.

The Supplier will provide a 24/7/365 telephone support service for all Severity calls, but this will only be manned between the stated ours of operations of the help desk. At all other times this will be an automated system

The level of priority for the application of remedial services is as according to the categories below. Support Response Time will be measured from the time the call was logged (see 3.6.1) to the time there is remote intervention on the System. The solution will have a persistent connection to the Supplier's monitoring solution from where the System will be actively managed. Intervention time is the point at which the solution is resolved and full functionality is returned. Or an agreed workaround is provided. This is measured by the duration time from the below table:

Priority	**Response Time**	**Fix Time**
Urgent	4 Hours	1 working day

Standard	8 Hours	40 working days

Urgent means an Error involving a failure of the System's database that prevents the System from retrieving or displaying records, or any error affecting the integrity of any record stored within the System. It will not be deemed a Critical Error if any of the foregoing is caused other than by the System or the Support Services provided by the Supplier. The Supplier will maintain a System log documenting System performance including all data required to calculate Downtime. The Supplier will review the log and consult with the Customer to determine Downtime for each quarter at each service review meeting.

askmyGP

Core Support Hours – 08:30 – 17:30 Monday – Friday (Excluding Bank Holidays)
All other times Non core support hours

Contact is via email – support@askmygp.zendesk.com

Additional extended Support Hours can be provided but will carry an additional enhanced cost.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.3 Service Constraints

Scheduled downtimes will be used for the purpose of software release and software updates. For example the taking down of a system to swap a server out would be scheduled downtime swapping out a workstation when not in use would not.

We accept due to the nature of our software that the customer requires that all software updates should be applied without the need for system downtime. Where downtime is unavoidable the following limits will apply:

- Downtime will take place outside of normal core business hours of operation. Core business hours defined as 08:30 – 17:30, Mon-Friday (excluding Bank Holidays)
  Or
- Up to 3 hours per quarter which must occur in no more than 3 separate occurrences, at the Supplier's discretion
  Or
- 2 occurrences of 8 hours per annum(for the purposes of large updates that could not be performed in the 3 hour quarterly slot).

All scheduled downtime would need to be agreed through the change control process and would require Customer approval.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.3.1 Planned Maintenance

Planned maintenance consists of preventative procedures performed on the solution to ensure user safety, preserve original manufacturers' warranties, and maintain component in the operational state for which it was intended.

Planned maintenance will be performed by the supplier on all parts of the System in accordance with original manufacturer's guidelines and the Supplier's best practices. This will include, but not limited to, patches and updates.

The supplier's service engineers will co-ordinate and schedule planned maintenance with Customer personnel to minimise clinical disruptions.

Planned maintenance procedures requiring downtime of the solution will be accomplished where practicable during periodic software new release upgrades throughout the year.

Planned maintenance and Software updates will be performed at a time agreed between the Supplier and the Customer or in such a way as to minimise disruption to the normal working environment. The change control process will be used to manage this.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.3.2 Emergency Maintenance

The services have been designed with redundancy and resilience in mind and Evergreen will use all reasonable endeavours to ensure the software is 98% available, save for scheduled maintenance, and/or Network failures/issues, in accordance with any availability commitment detailed in the service policy.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.4 Service Levels

Service Hours

Category	Time Period	Applicable Days
Support Hours	08:00 – 17:30	Monday – Friday Excluding Bank Holidays
Non-Support Hours	17:30 - 0800	Monday – Sunday Inclusive and including Bank Holidays

Service levels

	Operating Service Level	Critical Service level	Measurement Method	Service Point Calculation (if not applicable state not applicable	Service Point cap per service period
Availability Management	98% availability of software in support hours - (excluding scheduled maintenance &/or network failures/issues	Less than 98%	Every minute that the catalogue solution is unavailable to a service recipient (with the exception of permitted downtime (after the 98% target	N/A	N/A
Availability Management	98% availability of software in non support hours	Less than 98%	Every minute that the catalogue solution is unavailable to a service recipient (with the exception of permitted downtime (after the 98% target	N/A	N/A
Service Desk and Call Answer Time	97% within 180 seconds during support hours	Less than 97% within 180 seconds	N/A	N/A	N/A
Escalation and complaints management Acknowledge	Within 2 Support Hours	Greater than 2 hours	N/A	N/A	N/A
Escalation and complaints management Respond	Within 5 Working Days	Greater than 5 Working Days	N/A	N/A	N/A
Escalation and complaints management Update	Every 5 working Days	Failure to provide update every 5 working days	N/A	N/A	N/A

Return to Table of Contents

Return to G-Cloud Alignment Information

3.5 Training

We offer a range of training services which include:

Online help guides – FoC for existing material, charges apply for bespoke material

Video instructions - FoC for existing material, charges apply for bespoke material

Webinars – from £600 for a half-day session

Onsite training from £850/day (up to 8 delegates) *travel charges apply

Managed services – bespoke training packages can be purchased in blocks of 22 managed service days. The service includes a dedicated project manager who will work with key stakeholders and provide an end-to-end deployment plan – Pricing From £16,500 bulk discounts apply

All training documents will be updated in-line with software releases and solution enhancements.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.6 Invoicing Process

The supplier will require a valid purchase order and signed call off agreement from any customer.

The Supplier shall ensure that each invoice will contain the following information:

- The date of the invoice
- The unique invoice number
- The period to which the IT Contract price relates
- Details of the correct agreement reference;
- Any payments due in respect of achievement of a milestone
- the total IT Contract Price gross and net of any applicable deductions and, separately:
- the amount of any disbursements properly chargeable to the Customer under the terms of this Order; and (ii) any VAT or other sales tax payable in respect of the same;
- details of any Service Credits or Delay Payments or similar deductions that shall apply to the Charges detailed on the invoice;

Return to Table of Contents

Return to G-Cloud Alignment Information

3.7 Termination Terms

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

As defined in Section 10 of the Standard terms and conditions

Either party may terminate (and Evergreen may suspend performance of) this Agreement with immediate effect by giving written notice if the other party:

- is in material breach of this Agreement (which shall include non-payment of any fees within 30 days of the due date for payment) and, if the breach is capable of remedy,

the breaching party has failed to remedy the breach within 30 days of the date of written notice requiring it to do so; or

- becomes unable to pay its debts or becomes insolvent or enters into or proposes any composition or arrangement with its creditors generally, or anything analogous to any of these events occurs.

Upon termination or expiry of the Agreement, (i) Evergreen will promptly delete or return to Customer (at Customer's option) all Health Data in its possession or control (except to the extent that it is required or permitted to retain a copy of the Health Data by applicable law, for example Evergreen has permission or lawful basis to retain Health Data within the Patient's personal health record), and provided that any retained Health Data will remain subject to the applicable terms of the Agreement including Clauses 6.4 to 0; and (ii) Customer will promptly delete or return to Evergreen all Documentation and any other materials related to the Services, which are in the Customer's possession.

If the Customer terminates the Agreement under Clause **Error! Reference source not found.**, then Evergreen will promptly refund any portion of the fees paid by Customer that relate to the period after the date of termination on a pro rata basis.

Termination or expiry of the Agreement will not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry. Any provision of the Agreement that is intended to continue in force on or after termination or expiry will remain in full force and effect.

The minimum term of contract is 12 months.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.8 Data Extraction/Removal Criteria

The Supplier will support the migration of any data to any enterprise solution purchased by the Customer at no additional cost, additional migration, professional services or connections will be handled through the change process for which additional charges could apply.

The supplier will support the migration of data to another Supplier's service at the end of this contract in line with the agreed Exit Plan. This will be at no additional cost.

The supplier will provide an exit strategy for the end of this contract including suggested methods for retrieving data from the service and migrating it into a new Service with no disruption to ongoing service functions. This will include a description of any anticipated issues and the likely timeframe and costs associated with migration of the data/service. The

draft will be provided for Customer input and approval of the final version would be provided 3 months before exit date.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.8.1 Data standards in use

Evergreen shall in its performance of the Service, conform to the following standards

- Good Industry Standards
- Apply Quality management to its obligations under the contract and to adhere to any specific quality standard requirements stipulated by or agreed with the customer.
- Where the standard of service has not been specified in the contract, Evergreen will ensure the use of good quality materials, techniques and standards, and execute their responsibilities under the contract with Due Care, skill and diligence.
- The subsidiary organisation, Cievert, has ISO9001:2015 certification and the standards for this service is replicated across the Evergreen services.
- All processes and procedures follow Information Technology Infrastructure Library (ITIL) guidelines.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.8.2 Consumer generated data

As defined in Section 6 – Data and confidential information within our standard terms and conditions,

6.1 The customer grants Evergreen a nonexclusive, non-transferable licence to store, transmit, and process any information, materials and data provided by the Customer solely to the extent necessary for Evergreen to provide the Services in accordance with the Agreement. Nothing in the Agreement grants Evergreen any rights in the Customer Information, materials and data other than as expressly set out in our Terms & Conditions

6.2 Customer agrees it shall not use or exploit Evergreen products and services in any manner, except as expressly permitted in this Agreement.

6.3 Evergreen will take appropriate physical, technical and organisational measures (aligned with good industry practice) to maintain the confidentiality, availability, security and integrity of the Software and Services.

6.4 Both parties shall comply with relevant data protection laws in their performance of this Agreement

6.5 The parties hereby acknowledge and agree that the Customer, if it is a HCDO, is not the data controller for Patients and their Health Data because this role is fulfilled by the General Practices. However, the HCDO shall ensure an appropriate Data Protection Impact Assessment is carried out in respect of access to the Software and Services and shall ensure it has all necessary data sharing agreements, consents and/or licences required to enter the Agreement and instruct Evergreen to provide the Software and Services to the Patients on behalf of the General Practices, including the processing of Health Data.

6.6 When processing personal data under the Agreement, Evergreen's Data Processing Addendum shall apply to both Evergreen and Customer.

6.7 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the products, services, business, affairs, customer, clients or suppliers or the other party or of any member of the group of companies to which the other party belongs, except that each party may disclose the other party's confidential information (i) to its employees, officers, representatives, contractors, subcontractors or advisers who need to know such information in connection with this Agreement and providing the disclosing party ensures compliance with this clause 0; or (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

6.8 No party shall use any other party's confidential information for any purpose other than to exercise its rights and perform its obligations under or in connection with this Agreement.

6.9 For the avoidance of doubt, the Customer acknowledges and agrees that the Health Data shall be considered the Personal Data of the Patient, in accordance with UK GDPR and Data Protection Act 2018, and as such the Customer shall not be deemed to have Intellectual Property Rights in, or any other ownership of, the same.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.8.3 Data extraction

Customers will have access to an archive containing the datasets in a neutral non-proprietary format such as a set of CSV files. This will be available for secure download via HSCN. A download link will be available to the customer than can be used to trigger the secure download.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.8.4 Price of extraction

Evergreen will support the migration of any data to any enterprise solution purchased by the Customer at no additional cost, additional migration, professional services, or connections will be handled through the change process for which additional charges could apply.

Evergreen will support the migration of all data to another Supplier's Service at the end of this contract in-line with the agreed Exit Plans. This will be at no additional cost.

Evergreen will provide an exit strategy for the end of this contract, including suggested methods for retrieving data from the Service and migrating it into a new Service with no disruption to on-going Service functions. This will include a description of any anticipated issues and the likely timeframe and costs associated with migration of the data/Service. The draft will be provided for Customer input and approval of the final version will be provided 3 months before exit date.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.8.5 Purge & destroy

Once the agreed grace period has passed, all data which relates to the customer will be securely deleted along with all backup files.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.9 Data Processing and Storage Locations

Evergreen will not store or transfer any Data outside of the UK (or European Economic Area for as long as it has an adequacy decision from the UK Government) unless the prior written consent of the Data Controller has been obtained and the following conditions are fulfilled:

(a) the Data Controller or Evergreen has provided appropriate safeguards in relation to the transfer;

(b) the Data Subject has enforceable rights and effective legal remedies;

(c) Evergreen complies with its obligations under the Data Protection Laws by providing an adequate level of protection to any Personal Data that is transferred; and

(d) Evergreen complies with reasonable instructions notified to it in advance by the Data Controller with respect to the processing of the Personal Data;

Return to Table of Contents

Return to G-Cloud Alignment Information

3.10 Data Restoration/Storage Migration

Evergreen Life adopt a Cloud First strategy using SaaS PaaS products wherever possible to avoid reliance on office premises or networks. Evergreen plan, establish, implement, operate, monitor, review, test, maintain and continually improve a business continuity management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise. Thus maintaining the required Level of Service as required by the Authority, in accordance to GPSoC Schedule 8.6 section 5 and additional reviews after any infrastructure changes.

Evergreen Life recognizes the importance of an active and fully supported BC/DR program to ensure the safety, health and continued availability of employment of its employees and the production and delivery of services for customers and other stakeholders. Evergreen Life requires the commitment of each employee, department and vendor in support of the activities required to protect these Services, assets, mission and survivability..

The services are deployed in the cloud virtual or serverless platform, which means in the event of a catastrophic failure the service can either continue to be provided from another instance of services given they span multiple cloud availability zones. For services that are not fully automated they can be rapidly redeployed from snapshots/backups of the Virtual servers. Snapshots/backups are taken whenever services change for instance after an upgrade or patching of OS or upgrade of application.

Return to normal service level can either be achieved via the above-mentioned method, or via mainly automated processes (already detailed) that exist to rebuild the solution from scratch. This is seen to be the final method as snap shots and backups of the virtual servers and databases are most likely to be able to restore the service without the need for complete re-installation of the services. 95%+ of the data held in databases in our production cloud account is served by platform managed services that are high available, span multiple availability zones and point in time recovery comes as standard.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.11 Customer Responsibilities

As laid out in Section 7 of the Standard Terms and Conditions,

The Customer shall not access, store, distribute or transmit any material during the course of its use of the Software and Services that is offensive, facilitates illegal activity or violence, causes damage or injury, or is otherwise illegal.

Security: The Customer shall not:

(a) introduce, store, transfer, distribute viruses, or permit or suffer the same, into Evergreen's network and information systems or in its use of the Software;

(b) access or attempt to gain access to the Software or related systems or networks other than in the manner set forth in the Documentation; or

(c) interfere with or disrupt performance of the Software, Evergreen's network and information systems or any data stored therein.

The Customer shall not, except as may be allowed by any applicable law which is incapable of exclusion and to the extent expressly permitted under this Agreement:

(a) attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means; or

(b) attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software.

The Customer shall ensure that only the Authorised Users may access the Software and that the Authorised Users at all times comply with the requirements contained in these Terms and the Documentation, and Evergreen reserves the right to suspend access to the Software for any Authorised User(s) in breach of these Terms. The Customer shall ensure the Authorised Users and any other required personnel, undergo such training as may be provided by Evergreen from time to time.

If access to the Software will be via application programming Interface(s) (**APIs**) as made available by Evergreen from time to time and use of which by the Customer shall be subject to the testing. Furthermore, the Customer shall comply with all reasonable Instructions provided by Evergreen from time to time as relate to the use of such APIs.

Subject to the applicable maximum number of Patients for which the Subscription Fee applies, the Software and Services are made available to the Customer in relation to Patients with whom the Customer has ongoing relationship and permission to access the Health Data. Subject to having such permission, the Customer, or Evergreen on behalf of the Customer, may invite the Patient to use the Services by sending them an email or other electronic communication including a link to the Software.

The Customer shall use its best endeavours and take appropriate physical, technical and organisational measures (as aligned with good industry practice) to:

a) maintain the security of its IT Infrastructure and systems, and the Customer shall Immediately notify Evergreen of any breach or failure in security which may impact or affect the Software and/or Services;

b) ensure that all data and information provided by the Customer which relates to a Patient is accurate in all material respects, including without limitation that data provided for the purpose of forming Health Data.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.12 Details of any Trial Service Available

Full access to the Evergreen life PHR app and controlled access to Pseudonymised data repository is available for Free trial and can be accessed from https://www.evergreen-life.co.uk/download.

The remaining services can be demonstrated but due to the nature of the services these cannot be configured without relevant data sharing and processing agreements being in place.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.13 Government Policy Alignment/Compliance

Our services Comply with the following Government Standards/Policies.

Clinical Risk Management Standard DCB0129

Our Evergreen Life App is a Class 1 Medical Device.

Our solutions comply with the Data Security Protection Toolkit

We are assured by NHS Digital for writeback into the GP Clinical Systems using IM1 interfacce.

We comply with Government Digital Services on Open API Best Practices

We follow NHS Service Standards, NHS Cloud First Strategy, NHS Internet First Policy.

Our style guide and common components used across our services are equivalent to those detailed in the NHSD service manual and GOV.UK design system.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.13.1 ICT Greening Policy Compliance

Evergreen Life is part of the **Evergreen Group** of business, whose core mission is about empowering people. We believe that profitable businesses are created through delivering benefit to society. We put people at the heart of everything we do and recognise that everyone has the ability to make a positive impact in the world. We exist to help them achieve that.

From supporting the wellbeing of our employees and the wider world, and taking steps to reduce our environmental impact, we like to take our social responsibility seriously.

Based on the B Impact assessment, Evergreen Life earned an overall score of 82.9. The median score for ordinary businesses who complete the assessment is currently 50.9.

Our Organisation strives to continually improve its environmental performance in line with the Companies Environmental Policy and our certification to B Corp by regularly reviewing our environmental impacts.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.13.2 ICT Strategy Policy Compliance

Evergreen Life support and comply with the Governments Objectives. We are Cyber Essentials certified, we comply with the Data Security and Protection Toolkit and the information Governmance Toolkit, and we have recently achieved ISO27001 across Evergreen Life, as well as Cievert and Salvie..

Return to Table of Contents

Return to G-Cloud Alignment Information

3.13.3 Website Accessibility and the Equality Act (W3C Compliance)

Our websites have been built to function correctly across the standard operating systems, with the majority of browsing software.

Our graphical sites satisfies WCAG 2.0 – Level A Compliance.

The pages in our sites have been validated as HTML 5.

Return to Table of Contents

Return to G-Cloud Alignment Information

3.13.4 EU Cookie directive

Yes, we use both Session and persistent cookies to ensure that users get the best experience when using our website. We only use performance cookies to collect data.

Return to Table of Contents

Return to G-Cloud Alignment Information

4 About Our Company and Our Services

In this section you will find details about our company and what we do.

4.1 About Us

Evergreen Life offers healthcare solutions across the United Kingdom through our primary and secondary care offerings. Our solutions help people take control of their health and care, whilst improving efficiencies across the NHS.

Collaborating with NHS England, NHSD and 3 major GP systems, Evergreen Life has facilitated mutually efficient interaction between practices and patients through online prescription ordering and appointment booking.

The app platform allows all patients in England to keep a copy of their GP record whenever and wherever they need it. Users can add their own information not held in the GP record, including allergies, conditions and medications, building a complete, accurate record that they can share with anyone they wish.

Providing access to up-to-date health information, our person-led solution empowers people to feel more in control to make self-care decisions and manage their care independently, whilst delivering a platform to access primary care services if they need it.

In June 2021 Evergreen Life acquired Cievert, a digital health company specialising in software that improves the efficiency of complex clinical pathways in NHS hospitals across the UK. Their first software application improved the quality of cancer pathways which resulted in reduced waiting times for treatments, as well as reducing admin for staff. The acquisition now allows for both organisations to work strategically together to better deliver our services and improve clinical

pathways and patient outcomes, by putting the individual at the heart of healthcare. Cievert's software can now be found in NHS cancer centres across the country

Working across primary and secondary care, our partnership with Cievert has enabled the businesses to integrate products and leverage Evergreen Life's expertise in 'people powered health' across healthcare.

In November 2021 Evergreen Life announced another acquisition, Salvie Ltd, creators of the askmyGP online consultation and workflow system that connects patients with their GPs.

The acquisition presented a valuable opportunity for both companies to harness the others' expansive technical expertise and software experience. This also enables a wider scope of operations in primary care and increased patient engagement, helping both companies progress towards their shared vision of facilitating better access to healthcare for individuals.

Return to Table of Contents

Return to About Our Company and Our Services

4.2 Why Choose Us?

Evergreen Life has been providing services to the NHS since 2016. We are assured through NHS Digital, and NHS England to deliver GP Online services and we are also listed on NHS Supply Chain.

Evergreen currently deliver GP Online services to over 6,000 GP Practices, with users actively completing our health and wellbeing content as well as interacting with Patient Facing Services. In addition to this we have over 225 practices and their patients using askmyGP's online consultation tools, over 50 GP Practices using our connect software to deliver dermatology referrals and also a cohort of patients interacting with the Evergreen Life App and our Connect Software to deliver digital health checks.

Evergreen life believes that by adopting and implementing any of our services, our customers will be in the right place to start to provide better access to healthcare for individuals. In addition to this our person-led solutions empowers people to feel more in control to make self-care decisions and manage their care independently, whilst delivering a platform to access primary care services if they need it.

Return to Table of Contents

Return to About Our Company and Our Services

4.3 Why Choose Our Services?

Evergreen Life offers healthcare solutions across the United Kingdom through our primary and secondary care offerings.

Our solutions help people take control of their health and care, whilst improving efficiencies across the NHS.

Our unique digital-first platform for healthcare providers that builds beyond medical record access, facilitating a new, efficient relationship between provider and patient that focuses on shared information, remote monitoring and preventative healthcare.

Our aim is to fundamentally change the way that interactions and management of healthcare are undertaken where information recorded in a user's Evergreen Life app can be shared with their healthcare provider and written back into the GP clinical system.

Our holistic approach to health and wellness means starting users on a life-long journey to maximise the number of healthy and happy years they can enjoy. We encourage people to curate their own personal health record (PHR) in their Evergreen Life app with information on conditions, medications and measurements not listed in their GP record, so they have an up-to-date view of their health wherever they go. We also provide clinically researched and reviewed health and wellbeing information through personalised app questionnaires called Wellness Checks, so our users can take more control of their health away from the practice.

We're mindful of the ongoing workforce pressures in primary care, so our solutions are designed to help alleviate the pressures not to add to them. For example to act as a digital health coach for busy healthcare professionals to manage cohorts of patients in achieving the health and happiness they want. This is enabled through access to this PHR and wellness data patients log in their Evergreen Life app, and opportunities to prompt the completion of digital checks at home.

The Evergreen Life app and Evergreen Connect used together will deliver significant efficiencies to your practice and colleagues:

- Reducing duplication of effort by practice staff, removing the need to manually record information captured through the app.
- Reducing requirement for busy patients to attend for NHS Health Checks, where information can be captured via the app. This allows the patient to have more control over their own health and wellbeing.
- Freeing up of clinical and administrative time, reducing unnecessary appointments and making more appointment slots available to those who need them.
- The Wellness Checks within the Evergreen app help raise significant awareness for the patient, giving helpful information and updates, for example; vitamin D intake, diet, skincare, and alcohol consumption.
- Enabling early intervention based on clinically significant events, supporting a more robust, cost-effective NHS model

For example, a patient requesting repeat medication for hypertension can input their blood pressure recordings via the app. Their data will be recorded in the patient's clinical record, via Evergreen Connect and allow the clinician to review both the recordings, and the medication requested, plus confirm this is the correct course of action.

Our bespoke booking system for NHS vaccination management (influenza, COVID-19, or other) automates vaccine eligibility checks and allows patients to book and cancel vaccination appointments, whilst maintaining patient anonymity and data security. The web-based platform streamlines the end-to-end vaccination process, reducing waste and saving money

Return to Table of Contents

Return to About Our Company and Our Services

Return to Table of Contents

Return to About Our Company and Our Services

4.4 How to Buy Our Services

Clients can begin the ordering process by completing the G-Cloud order form and by contacting us at sales@evergreen-life.co.uk

Return to Table of Contents

Return to About Our Company and Our Services

Return to Table of Contents

Return to About Our Company and Our Services

4.4.1 Pricing Our Services

For multiple organisations collaborating to purchase one or all of our services we will be able to provide bespoke pricing. All of this will be provided upone request.

Return to Table of Contents

Return to About Our Company and Our Services