



Service Definition Document for G-Cloud 14

Accurx: the integrated care communications platform



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About us

Accurx is on a mission to make patients healthier and healthcare professionals happier through seamless communication. We empower healthcare professionals across different settings to work better together as teams and support their patients' needs. Through a single, user-friendly platform, we help everyone involved in a patient's care to communicate and collaborate quickly and easily, unlocking time and reducing system costs.

With our intuitive software, healthcare staff can have two-way conversations, share guidance, send structured medical questionnaires and invite patients to book appointments. Our platform can also be used to hold consultations, manage patient inbound, share and access patient records, and communicate with others involved in a patient's care. All of this supports a host of improvements to patient care, and the productivity of providers delivering it.

Each week, nearly 200,000 healthcare professionals use Accurx to communicate with patients about their care. We support all communication channels including SMS, email and integration with the NHS App. Because of our adoption across the healthcare system and use of these multiple channels, healthcare professionals have used the platform to reach up to 60 million individual patients across the NHS. With a message volumes that have peaked at 2 million a day, Accurx has become the biggest originator of messages into the NHS App. The impact of the platform and the way staff use it deliver significant productivity gains and patient experience improvements.



What the service is

Integrated communication for the whole system

Accurx's platform is available for healthcare professionals across ICSs and ICBs, practices and pharmacies in primary care, NHS trusts in secondary care and community care organisations. Below is a summary of how our communication digital care pathway platform enables cross-healthcare setting communication to deliver tangible benefits for healthcare professionals and patients.

Primary care

ICBs and general practice

Accurx is used by **98% of practices in England** enabling ICBs and GP practices to deliver the NHS plan to recover access in primary care and meet Modern General Practice Access requirements. Providing online triage and consultations services through the Accurx platform provides flexibility for patients and seeks to address the challenge of the 8am rush for care coordinators and healthcare teams. Through established integrations with SystmOne, EMIS, and Vision EPRs, Accurx provides seamless interoperability for healthcare professionals to drive efficiency and optimise workflows. Existing integration with NHS App, NHS Login and NHSmail provides patients and healthcare professionals with the ability to securely message, conduct video and triage care requirements securely and conveniently.

Pharmacy

Accurx supports pharmacies across England with quick, secure, two-way communication with patients and GPs. With Accurx, community pharmacies can communicate easily with patients and GPs to support delivery of essential and advanced services including Pharmacy First.



Secondary care and community care

The Accurx platform is used by **78% of trusts in England** and enables clinical teams in NHS trusts and community providers to realise total digital pathway redesign, supporting them to tackle patient backlogs by increasing clinical capacity. Our simple, digital communication tools can be used to unlock efficiencies in a wide range of clinical and administrative applications. Healthcare professionals can validate waiting lists, introduce direct-to-test pathways, complete digital triage using data from the patient, their GP, or their primary care record, ensure patients are present and prepared for every interaction, replace face-to-face clinics with online consultations, collect and analyse outcome data, and provide follow-up appointments to only those who need it.

Accurx platform modules

Accurx is a single, secure integrated platform that enables communication across the NHS for patients and healthcare professionals.

The modules of the Accurx platform are detailed below.



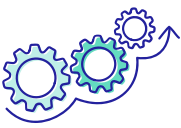
Two-way patient messaging

Instantly send templated or free-text SMS messages to patients. Often used for sending advice, digital documents (such as sick notes, leaflets, letters, imaging request forms, etc.), normal results, and links to further resources. Healthcare professionals can provide the option to request a response from the patient that includes attachments/photos.



Batch messaging and appointment reminders

Send a message to a cohort of patients via SMS, email or the NHS App and configure automated appointment reminders to reduce DNAs. Batch messaging can also be used with patient questionnaires and provide self-book links for appointment booking.



Cohort management

Utilise a single cohort management dashboard to efficiently manage cohorts of patients by sending or scheduling a series of messages, questionnaires or booking links. The cohort management module provides a single location, and standard interface to view all patient responses and carry out needs-based follow up actions. This supports healthcare professionals by ensuring they are following up with the patients that need support.



Questionnaires

Structured questionnaires help healthcare professionals to gather structured patient information quickly – supporting triage, complexity stratification, remote monitoring, reducing unnecessary appointments and helping to achieve QOF targets. Questionnaires can be sent to individual patients or via batch to many. Responses can be saved back into the patient

record through Accurx's EPR integrations with relevant SNOMED codes attached. Accurx provides users with an extensive library of validated clinical and admin questionnaires, or users also have the ability to create their own questionnaires.



Appointment booking

Accurx's booking functionality allows healthcare professionals to invite an individual patient, or a cohort of patients, to self-book an appointment at a time and date that suits them through appointment book integration.

Capabilities include:

Individual self book: support general practice and acute care to effectively manage inbound patient requests by quickly inviting an individual patient to book an appointment.

Batch self book: deliver long-term condition management and preventative care with a quick, secure way to invite an unlimited number of patients to book an appointment. It can be used for a full range of appointment types including blood tests, diabetes reviews, cervical smears and vaccinations.

Cross-organisation booking: functionality enables users in primary care to send self-book invitations for patients for a different site within your hub or PCN.

Other features include: scheduling invitations, message templates, and specifying a clinician.



Online consultation

Accurx provides quicker, more convenient access to NHS care for patients with a variety of digital solutions to support remote/online consultations.

Patient Triage – for general practice

At the core of supporting the Modern General Practice Access approach, Accurx Patient Triage supports patients, care navigators and other healthcare professionals in providing the right level of care at the right time. Patients can submit administrative or medical requests via an online form, in the NHS App, or over the phone, with all requests being streamlined into a single, collaborative practice inbox within the Accurx platform that also supports walk-in patients.

Practice staff can then effectively resolve, respond to or triage patient requests, including options to offer advice, signpost resources or alternative services, send a patient questionnaire to gather further details or invite patients to self-book an appointment at the practice. Used to empower a total triage approach, practices are able to resolve requests simply online through faster navigation, assessment and response.

Patient initiated contact – for secondary care and community care

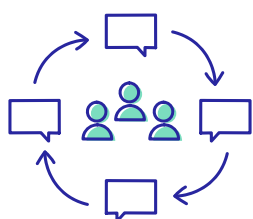
Trusts and community providers can configure digital patient initiated pathways to remove unnecessary appointments and phone calls, streamline triage and resolve patient needs remotely and asynchronously. Patients access a link, answering simple questions to initiate a request if and when they need it. Requests are triaged, assigned and actioned by the clinical or admin team. **This can be used for:**

- Digital patient initiated follow up (PIFU) pathways
- Digital self-referral pathways
- Replacing telephone helplines with digital requests



Video consultation

Secure video consultations with no app or download needed for patient, practice or user. Healthcare professionals (users) can run ad hoc or scheduled video calls with one or multiple participants including family, interpreters or for group sessions or MDTs.



Cross-care setting communication tools

Two-way clinician messaging (Accumail/Message GP)

Two-way clinician messaging makes it easy to contact any healthcare professional or service about a patient – for secure cross-network conversations that let clinicians save to and attach from the patient record through Accurx's EPR integrations. This also allows clinicians to find and message a patient's GP practice without having to look up any contact details. It's used for advice and guidance, referrals, requesting clinical information from a GP, medication changes and requests for urgent actions.

Record view

Healthcare teams in secondary care can request access to an instant, read-only version, of a patient's GP record, using patient-permission. GP practices can also send a PDF of the record to other clinicians involved in a patient's care.



Patient Engagement Portal - for secondary care

The patient engagement portal (PEP) provides visibility of all upcoming appointments, communications and documents in one place. Patients can manage existing appointments, as well as take actions such as sending information or images to requesting clinicians, or initiating follow-up appointments. This is available with NHS login, or through the NHS App.



The Accurx app

With more than over 340,000 registered users, the Accurx app is the most widely-adopted healthcare communication app in hospitals. Staff can use its crowd-sourced directory to look up the correct contact details - whether that's a phone number, bleep, or extension line - and make the secure connection they need, when they need it.



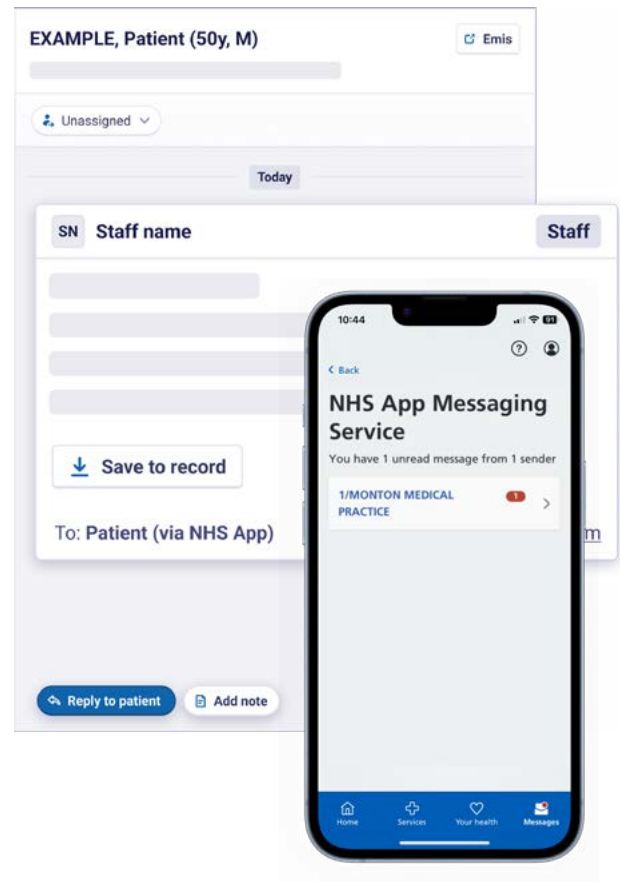
Accurx Scribe

Accurx Scribe, powered by Tandem, transcribes audio from a patient contact or free-dictation and uses AI to summarise them into structured form for medical notes, including any relevant coding. Clinicians can instantly modify notes and generate other documents, save these notes to the patient record and share documents with patients and other services.



NHS App

Accurx is an established, proud partner of the NHS App since 2021. Our NHS App integration enables us to consolidate core communications into the NHS App for our ICB partners, practices and patients, enabling the transition to NHS England's (NHSE) vision of a digital front door. Through seamless integration, we enable online consultations, messaging, appointment booking and appointment reminders to be delivered through the NHS App – enhancing patient access, and reducing costs through a digital-first care model.

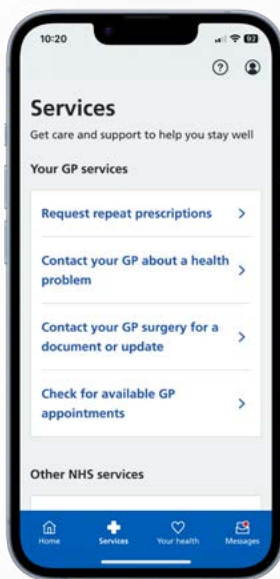


- Largest originator of NHS App messaging of any supplier, over half of our messaging volume is eligible to be delivered via the NHS App. In June 2024, we had sent over 55 million messages.
- First NHSE supplier to achieve Step 5, full release for both messaging and Online Consultation through the NHS App.
- We deliver around 5.2 million primary care messages through the NHS App each week.
- Our integration has helped ICBs save an estimated £1.5m in fragment costs.
- 40,000 online consultation requests are submitted via the NHS App on a weekly basis.

Benefits

	<p>Enhanced patient access – The NHS App provides a single quick, simple and accessible route for patients to request care, respond to messages from their practices, book appointments, and receive reminders and post-appointment messages.</p>
	<p>On demand reporting and dashboards – Users can see when and how their patients have requested care, to help them understand things like peak times and the success of NHS App initiatives.</p>
	<p>Cost savings – Every batch message, questionnaire or appointment reminder that is routed to the NHS App, rather than SMS, saves fragment costs for practices, PCNs and ICBs. We have saved £1.5m in fragments via our existing NHS App integration.</p>
	<p>Reduced DNAs – Notifications via the NHS App provide patients with greater visibility of their appointment reminders – helping to reduce DNAs.</p>
	<p>Secure, trusted and familiar technology – Accurx secure communications are delivered through a simple to use interface providing practices and patients with the optimum digital experience.</p>

Features

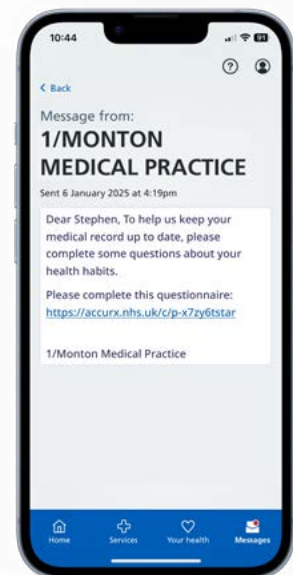


Online consultations

Launched in the NHS App in April 2022, patients (or carers/proxies) can securely request care, repeat prescriptions and other services securely, without leaving the NHS App. Online consultation requests submitted via the NHS App are received and managed in the Accurx solution by practices in the same way as website, walk in, or telephone requests.

Batch messaging and questionnaires

Launched in October 2023, messages and questionnaires sent to a cohort of patients automatically route to the NHS App if a patient has the App downloaded with notifications switched on. Accurx automatic fallback will revert to sending the patient an SMS message if the patient does not have the NHS App downloaded, or if the message in the NHS App is not opened within 24 hours.



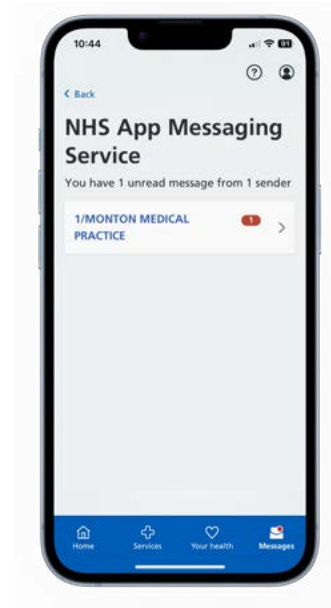
Appointment bookings and reminders

Launched in July 2024, batch self-book appointments and appointment reminders sent through Accurx are automatically delivered via the NHS App if a patient has the App downloaded and their notifications switched on. This supports the same fallback processes as with batch messaging. No practice deployment is required to set up appointment reminders – the patient's name and number is automatically pulled from the practice's EPR.



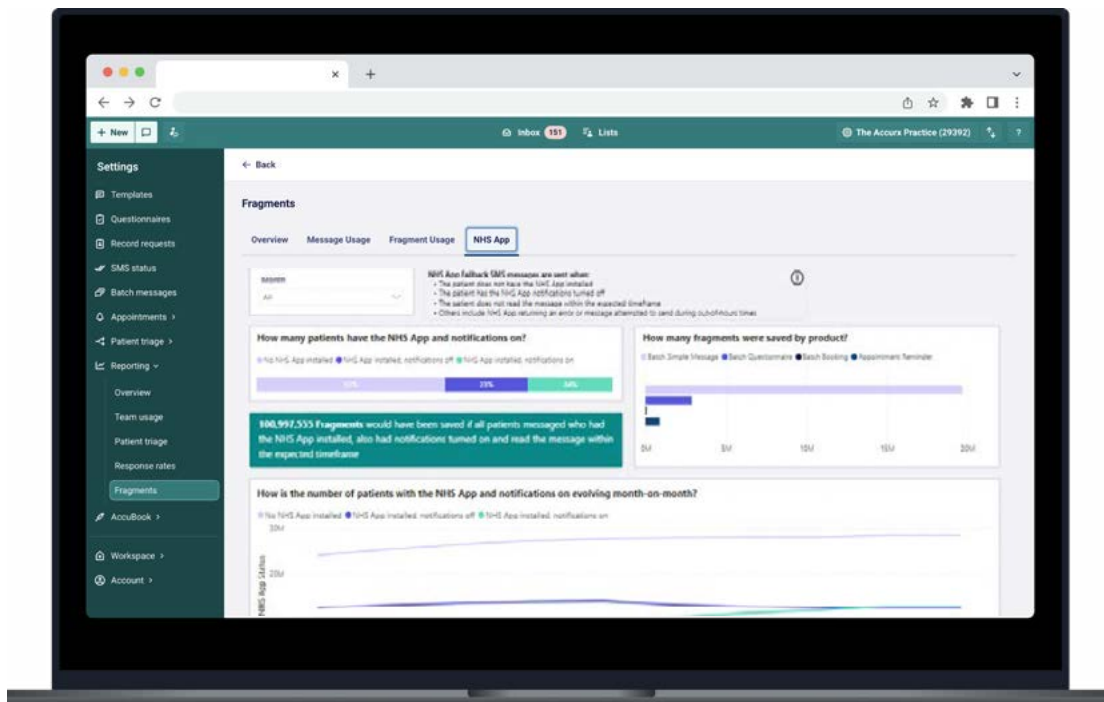
Individual patient messaging

We are currently working with NHSE, ICBs and practices to pilot individual messaging into the NHS App – with the aim to fully test and roll-out the functionality in 2025. This integration will enable patients to receive individual messages in the App rather than via SMS. Individual messaging via the NHS App is part of Accurx's shared vision with NHS England to enable the digital front door to care.



NHS App reporting

Built into the Accurx functionality, we provide an inbound demand dashboard which can be used by practices to view patient demand by week, day and hour; understand the rate of admin vs. clinical requests; and, compare inbound via channels (whether it be via your website form, the NHS App or completed by a member of staff).

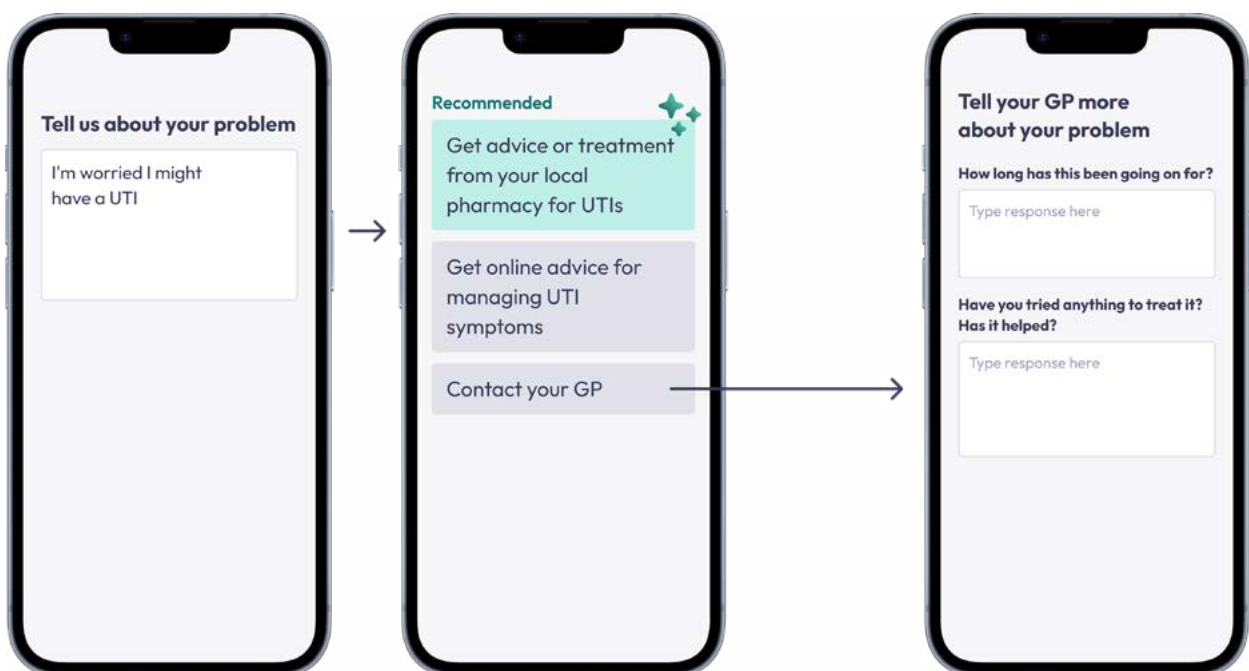


Our 2025 general practice solution roadmap

2025 sees a new phase in Accurx's solutions for general practice. We are launching a suite of upgrades to our core platform as well as brand new features, to better equip primary care teams, helping to improve access, communication and productivity. Just some of the highlights on our product development roadmap for 2025 include:

Smarter care navigation & triage

In the next iteration of our online consultation solution, we will signpost the most appropriate services and care options available to the patient to empower patients to make active choices about where to seek care. We will also support practices with triage efficiencies. We aim to reduce unnecessary back-and-forth communications by collecting more relevant clinical information from patients up-front. We are developing smart suggestions in the inbox, with recommendations for follow-up communications and responses to common requests delivered via online consultation. We are giving practices greater controls and assistive features in the inbox to further streamline the triage process.

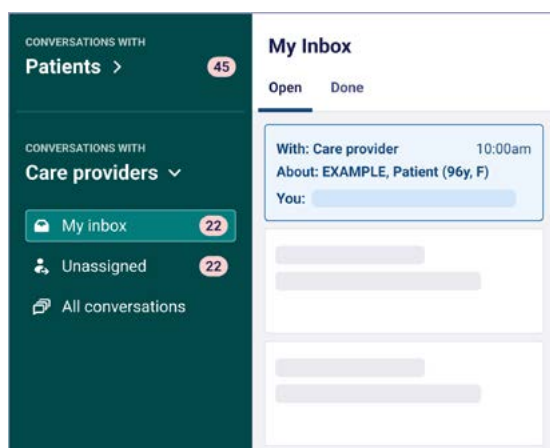


Smart compose

We are introducing smart suggestions to messaging for healthcare professionals to include prompts for relevant templates, questionnaires, or appointment links to enable our users to message more efficiently.

Flexible labels, filters, teams and folders in the inbox

We are enhancing the practice inbox to enable practice staff and teams to work aligned to their preferences, whether this is by urgency or categorisation. These improvements will give practices more control to structure their inbox (setting up teams and folders) and prioritising requests for urgency (labels, filters, sorting controls).

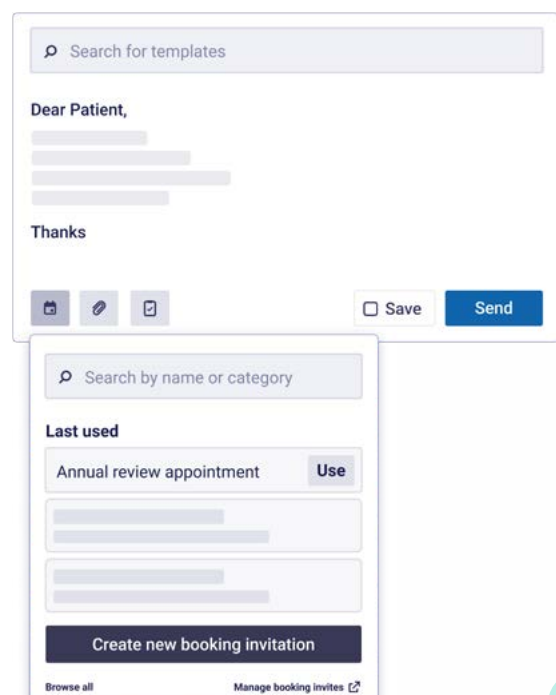


Book and triage patients with other care providers

We will support practice staff to share work with other care providers through enhancements to cross-organisational booking and messaging features.

Powerful bookings configuration

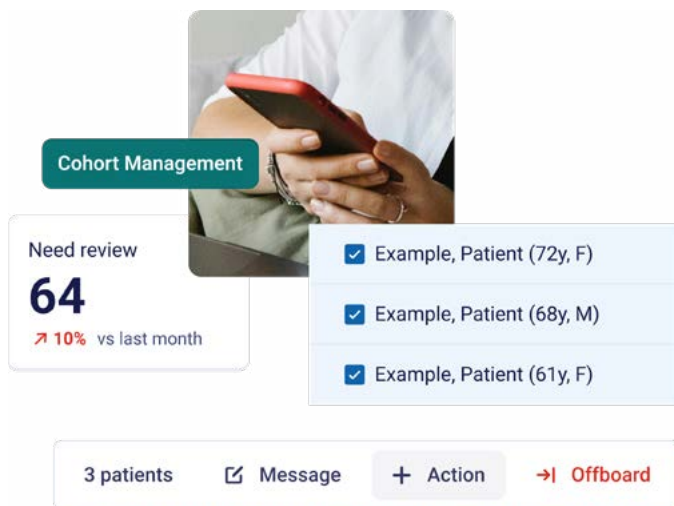
We are building on current Self-Book capabilities so that healthcare professionals can be more specific when configuring appointment slots- making the process of booking appointments even more efficient. Our introduction of booking templates will mean that practice staff can select from pre-configured, specific Self-Book options.



Cohort management for proactive and preventative care

Through cohort management dashboards, scheduled booking and questionnaires, we are introducing a more efficient way to manage patient groups for prevention and proactive care. We are giving practices the power to see, at a glance, which patients need a follow-up, who has responded, how they responded to questionnaires and which patients need chasing.

Then, we are enabling practices to easily assign individuals or groups of patients to automated messaging journeys with the launch of Automated Message Flow. For practice staff, this will enhance batch messaging, with more visibility and control over proactive care management.



Enhanced cross-care communication

In 2025, Accurx will make it easier for professionals to find colleagues, seek advice and refer more easily, integrating care through collaboration.

We are bringing healthcare teams closer together by creating a single NHS-wide conversation platform. A place where any healthcare professional can seamlessly connect as colleagues and collaborate to ensure patients get the right care, from the right specialist, at the right time.

Our cross-organisational communications platform will link professionals across care settings and care orgs and geographic boundaries, supported by a powerful contact directory and integrations with eRS.

Interoperability and integration

Accurx integrates seamlessly with major clinical systems, including EMIS, SystmOne and Vision (as a Type 1 Supplier in Primary Care), Trust EPR and PAS systems, as well as centralised infrastructure including PDS, IM1, NHS single sign-on, NHSmail, NHS login and the NHS App.

Patient experience and accessibility

Accurx has a full view of the current accessibility status of our product, including its compliance with WCAG 2.1AA. Accurx has achieved WCAG 2.1 AA compliance for our patient-facing solutions as per our published accessibility statement. The Accurx UI and product design aligns with NHSE standards and our solutions support WCAG 2.1's four principles of web accessibility. Additionally the Accurx systems align to NHSE Development, NHSD Service Manual Alignment Service Manual, Mobile/ Tablet First Design principles and standards for consistency to policies and best practice.

Accurx improves uptake/usage of digital tools through the 'easy to use' design and consistent layout across all channels of access (mobile, tablet, website) utilising simple language, large clickable targets and selected colours. The Accurx platform supports patients with learning difficulties and those living in areas with slow connections via proxy flow and reception flow functionality and low bandwidth platform design.



Onboarding and offboarding support

Implementation, training and onboarding

We have a dedicated team to support users, practices, PCNs, ICBs, NHS trusts, and community providers in enabling a successful implementation and onboarding of the Accurx platform.

Accurx's experience provides the healthcare setting with a proven implementation approach ensuring delivery at pace/scale and can be adapted based on the stakeholder needs:

Phase 1: Deployment commencement

Phase 2: Contract kick-off

Phase 3: Mobilisation, implementation and training

Phase 4: Review

Phase 5: Post go live and support

Accurx is a fully intuitive, user-friendly platform; staff can be trained in as little as 30 minutes.

Enhanced implementation services for primary care

Accurx provides an enhanced implementation service option for primary care. Primarily targeted at ICBs, the enhanced implementation offering is designed to empower practices to reach the full potential of their Accurx toolkit for Modern General Practice Access. By offering bespoke implementation support to meet the specific needs of each practice, we aim to enable better use of the Accurx tools required to deliver total triage and ultimately improve access to care.



Offboarding support and exit plan

In the case of non-renewal, the standard Accurx exit plan/offboarding plan is followed. An Accurx Account Manager will facilitate the exit plan working with the nominated customer stakeholders. Please see appendix 1 for a standard exit plan template.

After-sales support

Accurx provides after-sales support primarily through its User Support Team and Customer Success Team.

Account and contract management

Our expert Customer Success Team is responsible for managing the contract to ensure continuing customer satisfaction. The designated Account Manager will be responsible for ensuring best practice service delivery and performance management with customers.

Reporting and dashboards

Simple, user-friendly reporting is available with Accurx. Audit trails and dashboards provide data aggregated at workspace, organisation, trust, and ICB/ICS level.

Accurx provides metric reporting via in-product, regular/on-request reports, or interactive dashboards. Dashboards provide an overview of adoption, trends, qualitative and quantitative data available for export.



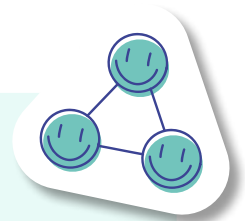
User support, incident management and SLAs

User support model

We support all users, including support for healthcare professionals and patients to navigate our platform, with a median response time of less than five minutes. All of our user support is free of charge and each query is allocated to a member of the User Support Team who will manage the query to completion.

Our web chat and phone support for users is available from 8am–8pm from Monday – Friday, 9am–5pm on Saturdays and 9am–1pm on Sundays and Bank Holidays.

We support 5,000+ web chats per month, with 96% of users 'satisfied' or 'extremely satisfied' with their experience.



Our team also uses TeamViewer; this allows, with the user's express permission, to securely take remote control of the user's computer to aid them troubleshoot issues (<1% of interactions).

Online support and self-help is available 24/7/365. Accessed via the Accurx toolbar (where installed), our website (for patients and users), and via Online Consultation form (patients). The help centre provides hundreds of support articles, videos, demonstrations, FAQs, etc. to allow system users to self-help.

Service Levels (SLAs)

Service level	Target performance
Platform availability	99.9% uptime (monthly average, within service hours)
Support first response - webchat	Within 5 minutes (monthly average, within service hours)
Support first response - email	Within 6 hours (monthly average, within service hours)
Support time to resolution - webchat and email	Within 12 hours (monthly average, within service hours)
Customer satisfaction	90% to score 4 or 5

Please note that as with all software solutions we can only be responsible for the uptime of our own platform. This is explained in our terms & conditions.

Incident management

Accurx severity level classification is aligned with NHS England's incident management and severity guidelines. Accurx provides 24/7 support for critical outages. The User Support Team, with input from other teams (where relevant) will determine if an incident has occurred (further details via public help centre article 'Incident Management at Accurx'). Internal monitoring enables incidents to be raised by engineering teams.

Complaints process

When an issue or complaint is raised via our complaints@accurx.com email, we will provide a confirmation and with a case reference number within 48-hours of receiving the complaint. If a complaint or query needs to be

escalated, the case will be referred to the relevant teams to be reviewed, who will then reach out to the contact point with further communications within five working days.

Performance

Our User Support Team has a prior year CSAT score of 96%, and an average response time of under five minutes across 5,000+ customer interactions. Our platform had an average uptime of >99.99% in 2023 with >100,000 concurrent users. Our team supports 5,000+ user interactions a month with a <5 minute response time. Our average availability to date is 99.9% and our three-month average for availability is 99.98%.

Quality management systems

Accurx operates to industry standards and principles in achieving its outcome of an Integrated Management Systems (IMS). Underpinning the operational delivery of our IMS and commitment to delivery of high quality service and products are our ISO9001: Quality Management, and ISO20000 accreditations.

Clinical safety

The Clinical Safety Team has extensive experience working across health and social care and are digital safety experts. All clinical team members have completed NHS foundation training (practitioner course) in digital clinical safety. They work with product teams on feature development and iterations, embedding safety by design in all of our products. The team maintains the clinical safety documentation required by the DCB0129 standard for risk management in the making of healthcare software. Our clinical team also supports implementation and post implementation activities with user organisation alongside our Customer Success Team.



Digital Technology Assessment Criteria (DTAC)

Accurx is DTAC compliant and has forms for its products available on request by commissioning organisations.

Clinical safety

We strive to ensure that our systems meet the highest clinical safety standards, by maintaining compliance with the DCB0129. Our DCB0129 documentation (e.g. clinical safety case report and hazard log) are available upon request for commissioning organisations. We undertake regular risk management activities in line with DCB0129 and our clinical documentation (clinical risk management system, plan, hazard log and case report) are continuously reviewed and updated across our product suite.

Data protection

Accurx is registered with the ICO and also has a nominated Data Protection Officer (DPO). We exceed the requirements of the NHS DSP Toolkit (DSPT) and carry out regular risk assessments across both our products and internal systems. In accordance with ICO guidance, we regularly consult with our DPO regarding the risk assessments and mitigations are signed off by our Chief Information Security Officer (CISO) who is the accountable officer.

All of our products are developed with a privacy-by-design approach and follow the most rigorous standards, as is appropriate for the sensitive nature of the data we process and ICO guidelines. All privacy and security controls are closely monitored by our dedicated Information Risk team, which is led by our experienced CISO.



Security and interoperability

- Accurx is Cyber Essentials Plus and ISO27001 accredited and undertakes at least annual penetration testing.
- All of our custom code has an internal security review and we use MFA for privileged accounts.
- Our products do not expose any APIs at present as we are a consumer supplier.
- We use industry standards for secure interoperability when reading/writing to EHRs (TLS v1.2 or above) and secure methods of establishing a user's verified NHS number.
- We have robust cyber security controls that follow industry best practices, as documented in our multiple security certifications (ISO 27001, NHS DSPT, IT Health Check, Cyber Essentials and Cyber Essentials Plus).
- Our Information Risk Team constantly monitors for new developments in the realm of cyber security so that any risks are addressed as soon as they emerge.

Key principles for success

- We engage regularly with users in the development of our products and undertake user acceptance testing.
- We utilise agile ways of working across our multi-disciplinary teams and continuously develop our products and adopt cloud-based deployment and meet the Internet First Policy.
- We provide SLAs to our customers and an open web page reporting product uptime.



Technical requirements

Accurx is a cloud-first SaaS platform providing the flexibility, security and resilience required by the NHS. Some technical features and capabilities include the following:

Recommended minimum operating system and system requirements

- NHSmail
- Microsoft Windows 7 and above (for desktop version only)
- 150MB hard drive space (for desktop version only)
- 100MB working RAM (for desktop version only)
- .NET 4.6.1 or greater (for desktop version only)
- Reliable internet connection
- Access to the domains accurx.com domains (including the subdomains)
- Processor: 1 gigahertz (GHz) or faster processor or SoC (as required for Windows 10)
- Display: 800 x 600 (as required for Windows 10)
- Video consultations require additional access

Compatible web browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera

Compatible operating systems

- Android
- iOS
- Linux or Unix
- macOS
- Windows



Mobile devices

- Any patient-facing products can be operated from a smartphone running the latest version of either Android or Apple iOS.

Service constraints and considerations

Hosting - cloud-first resilience and capacity

As a cloud-first solution, we utilise Microsoft Azure and there is no planned downtime, with the platform adopting changes from deployments seamlessly. As a result of this, our average availability for 2023 date was 99.99%. We exceed NHS Digital (England) SLA of <0.01% of service availability downtime for maintenance, updates and fixes.

Accurx's status page (status accurx.com/uptime), accessible to all users, runs in real-time.

Outage and maintenance management

We release product updates and improvements on a daily basis (e.g. small code changes) through a self-update function built into our system. This ensures that latest updates and features are received as soon as they become available without the need for the service to be unavailable for extended periods of time. Releases are programmed to ensure no disruption to service users.

Data security and information risk

Accurx exceeds the standards of Data Security & Protection Toolkit Assessment (DSPT) / DCB0086 Toolkit (held since 2019).

Information governance (IG) and security

Accurx has a Security and Privacy Team that supports the business and customers on IG and security, and maintains a suite of public IG and security resources. This team will support customers and handle any queries that are not already covered.

Defined procedures are in place for secure and confidential data storage and sharing, the handling of sensitive data, and information security. Data sent is encrypted when in transit (when it is sent) and at rest (when it is stored). Finally, the team makes sure that all employees are aware of requirements and best practice through continued communication, training and monitoring of privacy and security controls.

- We have a framework in place aligned with NHS information security and governance practices.
- Accurx has ISO 27001 certification with the organisation and its services included in the scope.
- Accurx exceeded standards for the NHS Data Security Toolkit (ODS code: 8JT17).
- Accurx also holds Cyber Essentials Plus certification. We conduct a suite of our own regular cyber security and GDPR compliance activities.
- Our primary application servers are based in the UK Microsoft Azure Data Centres configured with the NHS security blueprint.

Data storage, back-up, and restore

Data is stored within a secure cloud-hosted service, Microsoft Azure, in compliance with NHS Digital guidance and use a 'point in time restore', which allows us to recreate the database at any given second for 35 days after. Full back-ups are run weekly with a 12-week retention. The backup process for individual parts of the product is tested regularly to ensure correct/complete data/information restoration in the event of data loss (although we've never had to take this step). Simulations of emergencies requiring more extensive data restoration, including a full restore, are carried out twice a year.

Access to data upon exit

When the contract ends - in line with the NHS Digital Data Migration Standard - users or user organisations can request an end-of-contract extract of the data held by Accurx related to their use of the platform by contacting support@accurx.com.



Business continuity and disaster recovery

Accurx operates business continuity and disaster recovery (BCDR) plans, ensuring maintenance of acceptable service levels in the event of an incident. BCDR plans (in line with NHS England BCDR standard) are robust, evidenced by our successful assessments against the digital care standards BCDR Standard.

Incorporated within these plans, we operate defined processes to ensure continuity of services, these processes are reviewed and tested regularly (using table-top and real-world exercises). Our security team undertakes annual (as a minimum) penetration testing to test the reliability of our processes/systems.



Testimonials



[I] can instantly communicate with patients without waiting for [the] next booked appointment = better health outcomes and service user experience.

Anjali Saini, Birmingham, Trust

Easy to use, secure, and creating templates is a life saver!

Rosie Howe, Mid and South Essex, Trust

The self-booking batch feature saves hours, dramatically reduces workload in comparison to manually booking 1,000+ patients.

Nelio Allnutt, IT Lead, SW London, primary care

Flores (questionnaires) save a significant amount of time gathering information at LTC reviews etc. Reminder text messages also help to reduce DNA rates, allowing patients to cancel without waiting to get through on the phone.

Alfie Birchall, Practice Manager, NE&N Cumbria, primary care

Accurx has been great for communication with patients , providing a seamless and efficient platform to engage with patients. The user-friendly interface allows for easy appointment scheduling, secure messaging, and even virtual consultations, ensuring that patients receive the care they need in a convenient and timely manner, allowing us to easily send messages and reminders. It has improved efficiency in our practice and helped us provide better care to our patients.

Sharifa Miah, Nurse, BSOL, primary care



Appendix 1

Accurx customer exit/offboarding plan

High level view of stakeholders involved:

Commissioner/customer

Provide the appropriate written notice to Accurx of intention to cancel a contract.

Accurx

Accurx Customer Success Team triggers the internal offboarding process; arranges an offboarding call with the commissioner/customer to outline the process and agree the communication plan and actions for both parties.

End users notified

Accurx will liaise with the commissioner to agree how, and when, users will be notified of the upcoming loss of product functionality. This can be done through a variety of mutually agreed communication channels, e.g. email or in-product notifications.

What are the key actions to be taken by the relevant stakeholders:

Customer/commissioner

1. Provide written confirmation to Accurx by emailing your Customer Success Manager [NAME, and EMAIL] outlining exactly **which Accurx products** will no longer be commissioned for **which service** and **from what date** they wish to terminate the contract.
 - a. The standard notice period we require is 90 days.
2. Join an off-boarding call with your Accurx Customer Success Manager, [NAME] to discuss and agree a mutually acceptable plan and timeline.
3. Communicating the loss of services message to relevant stakeholders-end-users using Accurx within your organisation. (Accurx are happy to support, and we have outlined a suggested communications plan below)



4. Communicate the transition plan to alternative service providers or other local plans to relevant stakeholders.
5. Please share any relevant feedback with your Accurx Customer Success Manager Team in our off-boarding call and follow-up survey. We are always keen to listen and take on board any feedback to improve our products or services.

Accurx

- On receipt of your written notice, Accurx will respond by confirming receipt of your contract termination and arrange an off-boarding meeting to discuss next steps and agree how to communicate this message to end-users and practices.
- Receipt of your written notice also triggers an internal off-boarding process for Accurx, to ensure the required contractual, financial accounting and reporting processes are updated to reflect the agreed contract termination date.
- In the joint off-boarding meeting, we should agree the timeline and communication plan to update relevant stakeholders and end-users on the loss of product functionality.

Communication in partnership to end users

- Accurx will provide templates of suggested email communications for use with end users. We recommend a minimum of 3 emails to end users.
- In addition to emails, we are also happy to attend a meeting or engagement to chat with any relevant stakeholders.



We outline below a suggested communication plan from both Accurx and the customer/commissioner to affected practices and end-users:

Communication	Channel	Timeline	Actioning party	
			Accurx	Customer/ Commissioner
Notice to all affected users informing that they will be losing access to specific functionalities or products by a specified date (ideally providing at least 30 days notice to users)	Email	[TBC per contract]	✓	✓
Update users on the transition plan to an alternate provider or other agreed local plan	Email	[TBC per contract]		✓
Follow up email to users reminding them that they will be losing access to Accurx, but may continue to be able to have access to Accurx Lite and our support services.	Email	[TBC per contract]	✓	
In product notification to end-users to alert them to the upcoming loss of access to features or functionalities.	In-product	[TBC per contract]	✓	
Final communication to users informing them that features or functionality has now been switched off	Email	[TBC per contract]	✓	✓

During the Notice Period

- Accurx will keep and maintain a live risk log with mitigations in partnership with the customer/commissioner. We will keep the customer/commissioner updated of any key risks or concerns with the offboarding with practices, including any feedback we receive from users.
- Users will still have access to our User Support Team, via online chat from 8:30-18:00 weekdays and 09:00-13:00 on weekends and bank holidays for any queries or product support. In addition to this, users can still engage with our team with queries via customer.success@accurx.com.
- Should users continue to use Accurx Lite products after the conclusion of the contract, they will still have access to our online chat support and 24/7 access to our help centre.

Once we have completed the final step of offboarding users (feature switch-off), Accurx will then:

- Write to the customer/commissioner confirming that the specified functionality has been switched off for practices and that they have been successfully offboarded.
- We will reconcile your account and issue any final invoices or credit notes to SBS through tradeshift platform or
- If it isn't a full termination of the contract, we will communicate any pricing variations as part of the remaining contract for the customer/commissioner to be aware of.

Accurx also acknowledge the following points:

Transfer of patients to any new provider

When patients interact with Accurx software, they are not required to create an account or download any app and therefore, patients don't need to do anything to migrate away from using Accurx over to a new supplier.



Safe transfer and management of data

No data needs to be transferred to a new supplier when exiting a contract with Accurx:

- Upon termination of a paid-for contract with Accurx, users may be reverted to Accurx Lite (our free product), unless a local contract is already in place or unless instructed by the customer/commissioner otherwise. If the users continues using Accurx Lite, the solution will continue to operate in line with the Terms of Use and Data Processing Agreements.
- If the provider completely ceases to use both the paid-for and free versions of Accurx and notifies us that they'd like everything deleted, they should ensure a senior clinician and Caldicott Guardian confirm this instruction following the process found at Accurx support.

Working with new providers

Accurx plan to work positively with any new provider to ensure a smooth transition where requested and relevant.

Finally, Accurx would like to take the opportunity to gather feedback around your reason(s) for termination and your experience with Accurx as a supplier, to help improve our offering and support to you, the customer/commissioner, alongside the patient population and practices you serve.

Please feel free to **share any feedback** with your account team directly, or anonymously via our offboarding survey which will be issued once the offboarding process has been completed.

If you have any questions about the offboarding process or wish to get in touch with Accurx again in future please contact partnerships@accurx.com.

