



QA360 Continuing Healthcare and All Age Continuing Care Platform

G-Cloud 14 Service Definition

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1. Overview

Continuing Healthcare (CHC) and All Age Continuing Care (AACC) services continue to operate within increasingly complex and demanding environments. Integrated Care Boards (ICBs), commissioning teams and operational services are managing growing referral volumes, increasing case complexity, workforce pressures, heightened financial scrutiny and rising expectations around operational oversight, reporting and service responsiveness.

Many organisations continue to experience challenges associated with fragmented processes, disconnected systems, manual administration, limited operational visibility and difficulties coordinating activity across multidisciplinary teams, providers and partner organisations. These challenges can contribute to delays in assessment progression, reduced operational oversight, inconsistent workflows and increased administrative burden across already pressured services.

There is increasing demand for modern digital platforms capable of supporting operational coordination, workflow management, service visibility and collaborative working within a single secure environment.

QA360 Continuing Healthcare and All Age Continuing Care Platform is a secure, configurable cloud-based operational platform designed to support Integrated Care Boards (ICBs), Continuing Healthcare services, commissioning teams and partner organisations in managing referrals, assessments, workflows, reviews, Personal Health Budgets (PHBs), provider interactions, reporting and operational administration within a connected digital platform.

The platform is designed to support organisations in improving operational visibility, reducing administrative burden, strengthening governance and enabling more effective management of patient pathways across health and care services.

QA360 combines workflow automation, operational dashboards, task escalation, configurable digital forms, reporting and assistive AI-supported administration tools to support operational teams managing increasingly complex care pathways while ensuring that professional oversight and decision-making remain fully user controlled.

The platform supports a broad range of operational processes including:

- Continuing Healthcare (CHC)
- Fast Track pathways
- All Age Continuing Care (AACC)
- Children and Young People pathways
- Section 117 pathways
- Personal Health Budgets (PHB)
- Reviews and reassessments
- Provider and commissioning processes
- Workflow and escalation management
- Operational and financial reporting
- QA360 is designed to support operational transformation through improved coordination, workflow visibility, governance and service oversight while remaining configurable to local operational models and evolving NHS requirements.

2. Platform Overview

QA360 is a configurable Software as a Service (SaaS) platform supporting operational management across Continuing Healthcare and complex care services.

The platform provides a centralised digital environment supporting referral management, workflow coordination, assessment management, operational oversight, provider management, reporting and collaborative working across health and care organisations.

Core platform capabilities include:

- Referral and assessment management
- Workflow automation and escalation management
- Task management and due date tracking
- Operational dashboards and reporting
- Personal Health Budget (PHB) functionality
- Provider and commissioning management
- Document management
- Configurable forms and workflows
- Audit and compliance tracking
- Patient and professional portal functionality
- Mobile-responsive working
- Assistive AI-supported operational administration

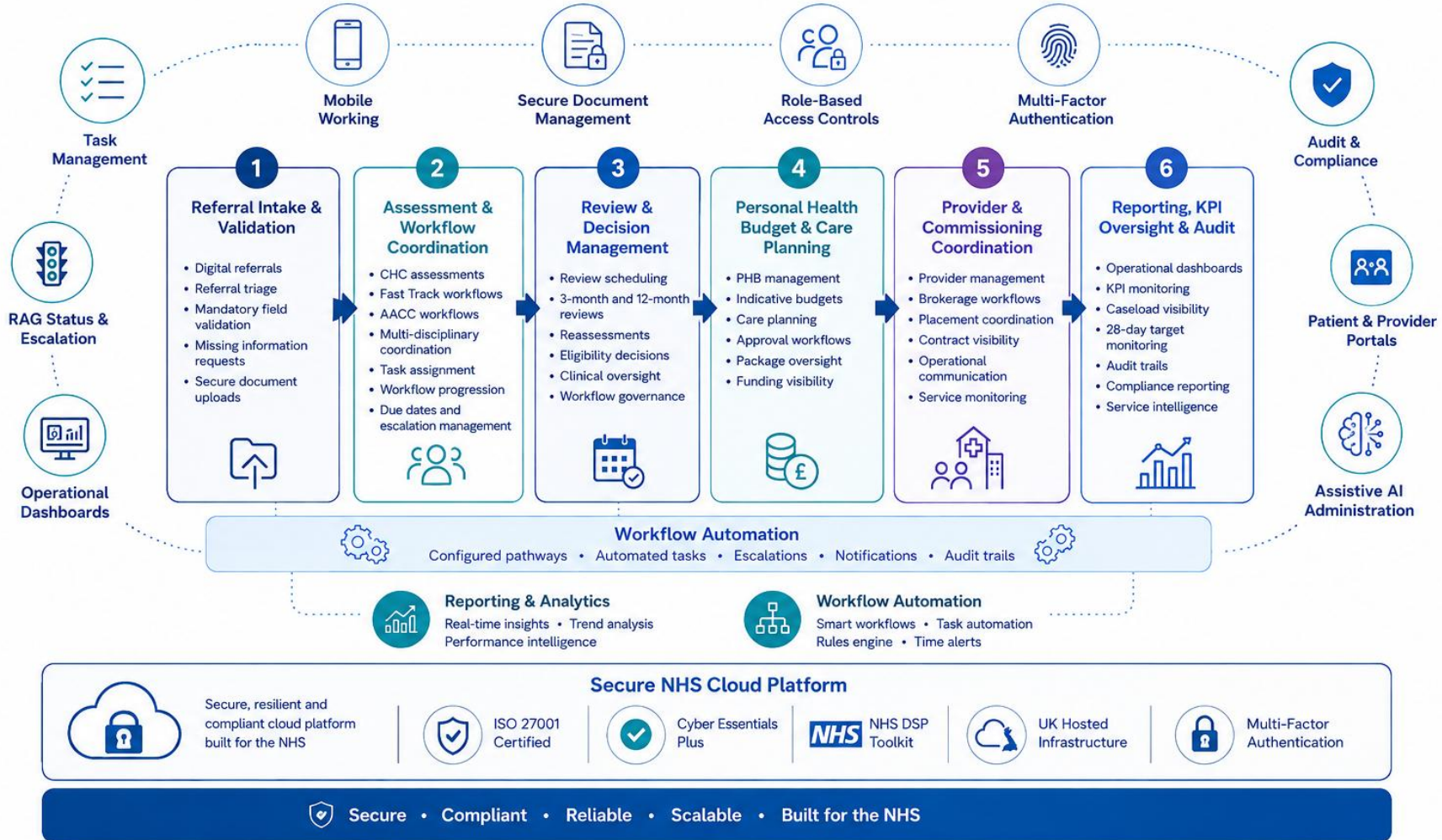
The platform is configurable to support local operational processes, governance models and service structures.

See over for more detail.

End-to-End Continuing Healthcare Operational Management

QA360 Continuing Healthcare and All Age Continuing Care Platform

A single connected platform supporting ICBs, CHC services and commissioning teams



3. Referral & Assessment Management

QA360 supports the management of referrals and assessments across Continuing Healthcare and All Age Continuing Care services.

The platform enables organisations to manage referral intake, assessment progression, review activity and associated operational workflows within a single digital environment.

Capabilities include:

- Digital referral management
- Configurable referral forms and templates
- Referral tracking and status management
- Assessment workflow coordination
- Review scheduling and management
- Document upload and storage
- Mandatory field validation
- Workflow-driven task generation
- Case allocation and reassignment
- Referral audit tracking
- Workflow progression monitoring

The platform supports configurable operational pathways aligned to local service models and governance requirements.

The screenshot displays the 'Referral Detail' page for a patient named Margaret Ellis. At the top, the referral ID is REF-2826-1847. A yellow warning box indicates an 'SLA WARNING' with 14 hours remaining on May 20, 2026. The patient's details include her name, contact number (485 777 2910), location (Camden), and age (83). The referral source is Dr. A. Patel from Camden Medical Practice, and the pathway is NHS Continuing Healthcare. The clinical summary describes an 83-year-old female with advanced COPD, heart failure (NYHA Class III), and Type 2 diabetes, noting significant functional decline and carer burden. Under 'Documents Received', there are three items: a GP referral letter (08 Jan), a community nursing assessment, and an existing care plan. 'Missing Information (2)' includes functional and financial assessments. A 'Workflow Progress' bar shows 30% completion through the steps: Triage → Checklist → MDT → Panel → Package. The assigned practitioner is Rebecca Green, Lead Nurse Assessor. The next action is to complete the CHC checklist within 24 hours and schedule a multidisciplinary DST assessment. At the bottom, there are buttons for 'Triage Referral', 'Request Information', 'Assign to Team', and a link to 'View Full Timeline'.

4. Workflow Automation & Operational Management

QA360 includes configurable workflow and task management functionality designed to support operational control, visibility and service coordination.

Workflow functionality supports:

- Task assignment and ownership
- Due date management
- RAG status indicators
- Escalation of overdue actions
- Workflow stage management
- Operational alerts and reminders
- Review scheduling workflows
- Missing information workflows
- Case progression monitoring

- Operational reassignment processes

Operational dashboards provide visibility of:

- Outstanding tasks
- Overdue activity
- Workflow bottlenecks
- Caseload distribution
- Review activity
- Service performance indicators
- Referral progression

The platform is designed to support operational oversight while enabling services to configure workflows aligned to local governance and operational models.

5. Dashboards, Reporting & Operational Intelligence

QA360 provides configurable reporting and operational dashboard functionality to support operational management, oversight and service monitoring.

Reporting capabilities support:

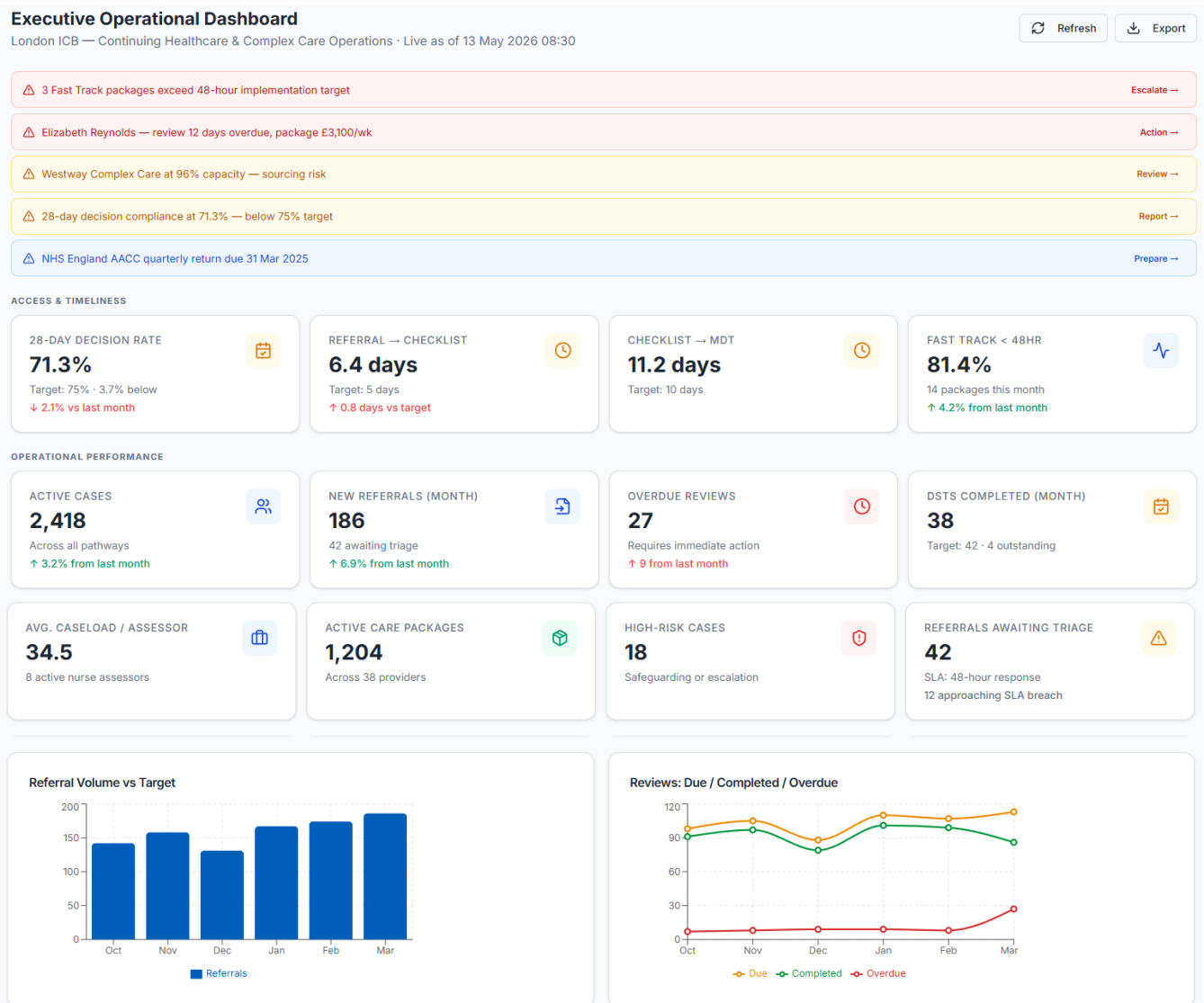
- Operational activity reporting
- Caseload reporting
- Workflow monitoring
- KPI tracking
- Referral analysis
- Review monitoring
- Financial reporting
- Provider reporting
- Audit reporting
- Compliance monitoring

- Exportable reporting formats

Dashboards provide operational visibility across:

- Referral volumes
- Assessment activity
- Review performance
- Workflow status
- Outstanding actions
- Escalated activity
- Caseload oversight
- Operational bottlenecks

The platform supports configurable reporting aligned to local operational and NHS reporting requirements.



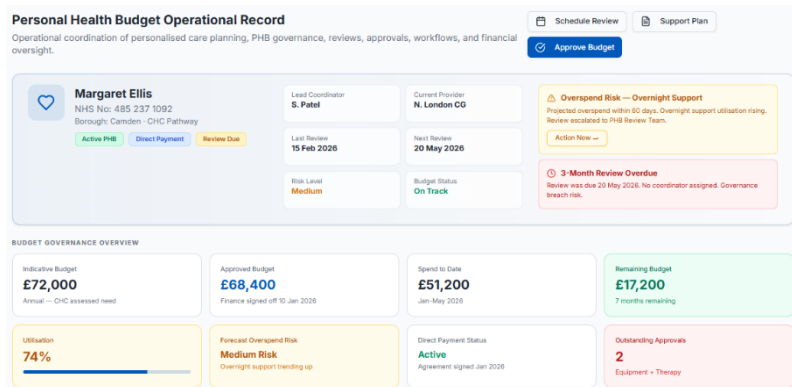
6. Personal Health Budget (PHB) Functionality

QA360 includes functionality supporting the administration and operational management of Personal Health Budgets (PHBs).

Capabilities include:

- PHB workflow management
- Budget tracking
- Care planning support
- Indicative budget recording
- Review management
- Task and approval workflows
- Operational reporting
- Patient record linkage
- Document management
- Workflow visibility

The platform supports configurable PHB operational processes aligned to local governance and commissioning requirements.

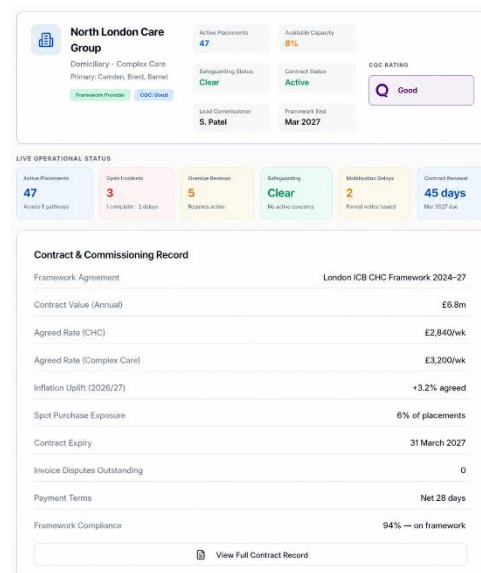


7. Provider & Commissioning Management

QA360 supports operational management of providers, commissioned services and associated workflows.

Capabilities include:

- Provider record management
- Provider document storage
- Placement and package tracking
- Workflow management
- Provider reporting
- Operational task management
- Review workflows
- Contract-related operational processes
- Service visibility dashboards



The platform supports collaborative operational working between commissioning, brokerage and operational teams.

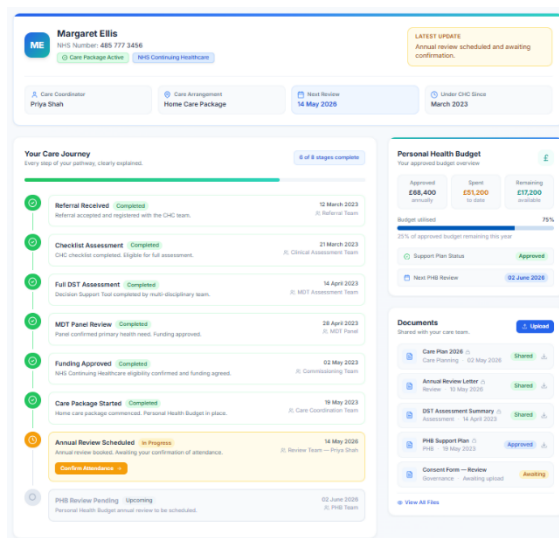
8. Patient & External User Access

QA360 supports controlled external access through configurable portal functionality.

Portal capabilities may include:

- View of Referral submissions
- Document uploads
- Participation
- Communication Tools
- Secure access controls

Role-based access controls ensure users only access information appropriate to their role and permissions.



9. Assistive AI & Intelligent Administration

QA360 includes assistive AI-supported operational administration functionality designed to support administrative efficiency while maintaining full professional oversight and user control.

Assistive AI capabilities can include:

- Operational summarisation support
- Workflow administration support
- Draft documentation assistance
- Task administration assistance
- Document processing assistance
- Operational data support

AI functionality is designed to support users operationally and does not replace professional judgement or clinical decision-making.

10. Security, Compliance & Information Governance

QA360 is designed with security, resilience and information governance as core principles.

Security and governance capabilities include:

- ISO 27001 certified information security management
- Cyber Essentials Plus
- NHS DSP Toolkit compliance

- Multi-Factor Authentication (MFA)
- Role-based access controls
- Audit logging
- Encrypted data transmission
- UK-based hosting
- Backup and recovery processes
- Penetration testing
- Access monitoring

The platform supports organisations in meeting operational information governance and security requirements.

QA360 recognises the importance of NHS digital governance, assurance and interoperability requirements. The platform continues to evolve in alignment with relevant NHS standards, guidance and operational assurance frameworks including DTAC and DCB0129 considerations where applicable to deployment scope and customer requirements.

11. Hosting & Technical Architecture

QA360 is delivered as a secure cloud-based SaaS platform hosted within UK-based infrastructure environments.

The platform is designed to support:

- High availability
- Scalable infrastructure
- Secure access
- Resilient hosting
- Backup and recovery
- Performance monitoring
- Operational continuity

The service is monitored continuously to support operational resilience and platform performance. The platform supports deployment approaches aligned to NHS hosting, resilience and information governance requirements.

12. Implementation & Onboarding

QA360 has experience supporting large-scale operational data migration and service transition activities, including the successful migration and consolidation of over 500,000 patient records across complex health and care environments.

QA360 provides a structured onboarding and implementation approach supporting safe and effective deployment.

Implementation services may include:

- Discovery workshops
- Configuration planning
- Workflow setup
- Data migration support
- User acceptance testing support
- Training delivery
- Go-live planning
- Early life support

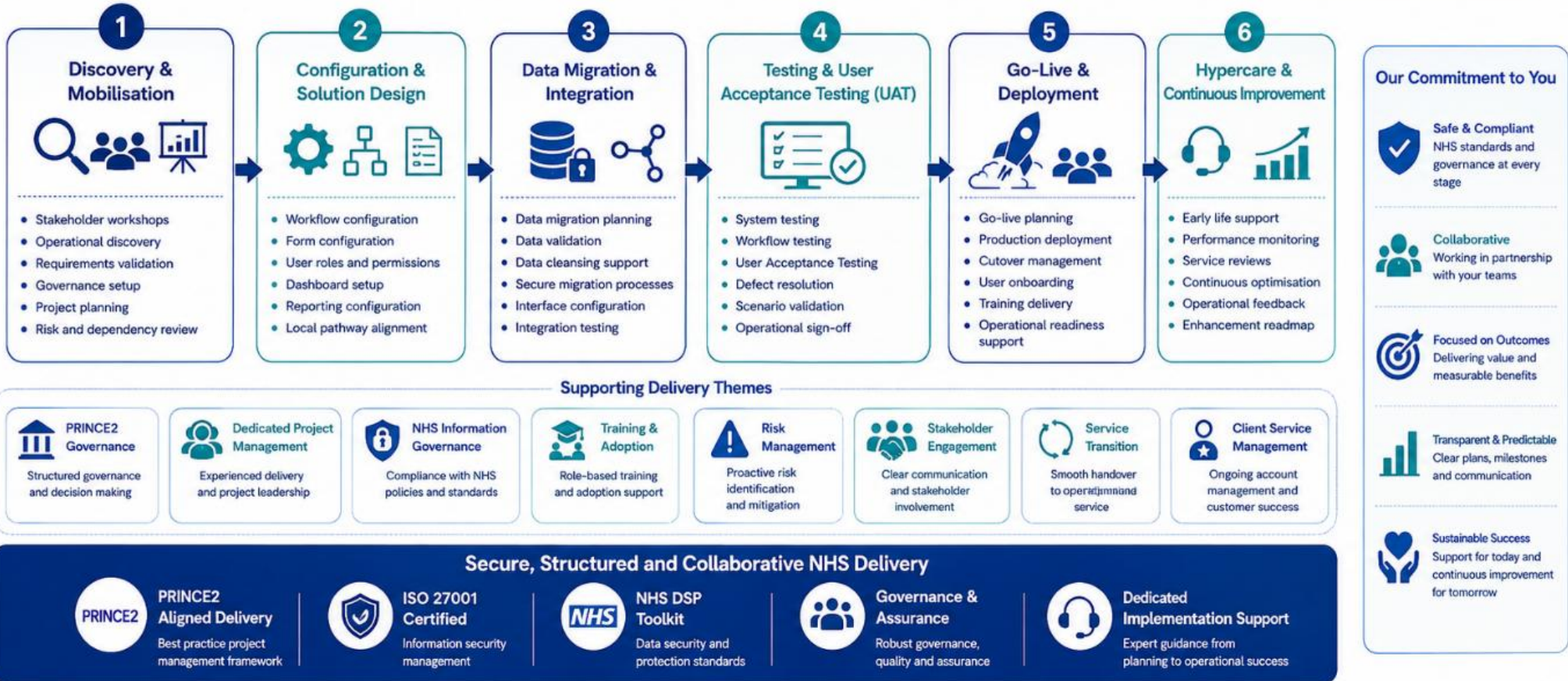
Each implementation is supported through defined governance, project management and operational engagement processes. Deployment and migration activities are delivered through controlled implementation and governance processes including User Acceptance Testing (UAT), migration validation and agreed go-live approval procedures.

See over for more detail

Structured Implementation & Onboarding Methodology

QA360 Continuing Healthcare and All Age Continuing Care Platform

PRINCE2-aligned deployment approach supporting safe and effective NHS operational transformation



A proven, structured approach that **reduces risk**, **accelerates time to value** and ensures **long-term success** for your organisation and the people you serve.

13. Support & Customer Success

Support and customer success services described within this section are included within the standard annual platform subscription costs unless otherwise agreed as part of separately scoped professional services or enhanced consultancy activities.

This includes access to helpdesk support, service management, incident management processes, release communications and standard customer success engagement activities designed to support successful operational use of the platform.

QA360 provides ongoing support and customer service management to support successful operational use of the platform.

Support services include:

- Helpdesk support 06:00 – 22:00 hrs
- Incident management
- Service reviews
- Release management
- Client service management
- Ongoing operational support

Support services are delivered in accordance with agreed service levels.

Training approaches may include remote training, workshop-based sessions, one-to-one support and structured onboarding activities aligned to operational requirements.

14. Continuous Improvement

QA360 supports continuous service improvement through ongoing platform enhancement, customer engagement and operational feedback.

The platform is designed to evolve alongside changing NHS operational, reporting and governance requirements.

Enhancements may include:

- Workflow optimisation
- Reporting improvements
- User experience enhancements
- Operational automation improvements
- Integration expansion
- Assistive AI enhancements

15. Professional Services

QA360 offers additional professional services to support enhanced implementation, configuration and operational transformation activities.

Professional services may include:

- Bespoke configuration
- Workflow development
- Additional integrations
- Consultancy services
- Training services
- Reporting configuration
- Data migration support
- Operational process reviews

Additional professional services are available as separately scoped activities where required.

16. Integration Strategy & Interoperability

QA360 supports an evolving interoperability strategy designed to enable secure and controlled information exchange across health and care services.

The platform is designed to support integration and interoperability requirements through configurable interfaces, secure data exchange approaches and API-enabled service development aligned to customer and operational requirements.

QA360's interoperability approach is focused on supporting operational coordination, reducing duplicate data entry and improving visibility across connected services while maintaining appropriate governance and information security controls.

The platform supports integration approaches including:

- Secure API-based integrations
- Standards-based data exchange
- Configurable import and export processes
- Workflow-triggered operational data exchange
- Secure document exchange
- Reporting and data extraction services

Integration requirements are assessed collaboratively during implementation to support alignment with local infrastructure, governance requirements and operational priorities.

Potential integration and interoperability areas may include:

- Electronic Patient Record (EPR) systems
- GP clinical systems
- NHS and local authority platforms
- Finance and commissioning systems
- Reporting and analytics environments
- Identity and authentication services
- Secure document management solutions

QA360 continues to evolve its interoperability and API strategy in line with customer requirements, NHS digital standards and operational transformation priorities.

The platform roadmap includes continued development of:

- API capabilities
- Workflow automation
- Standards-based interoperability
- Secure operational integrations
- Reporting and analytics connectivity
- Configurable operational interfaces

All integrations and interoperability approaches are subject to appropriate governance, security review and implementation planning processes.

17. Further Information

QA360 Continuing Healthcare and All Age Continuing Care Platform is designed to support operational coordination, workflow visibility and service transformation across Continuing Healthcare and complex care services.

The platform remains configurable to local operational models, governance structures and evolving NHS requirements.

For further information regarding QA360 capabilities, implementation approaches, professional services or platform configuration options, please contact QAPLUS.

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