

THRIVE Service Definition

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Product	THRIVE - THeatre Rooms In Virtual Environments
Supplier	Inform People Ltd
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About the Supplier (Inform People)

Inform People, is a specialist software provider that partners with organisations to improve productivity, efficiency, and operational reporting. The THRIVE platform has been developed in partnership with NHS clinical and managerial teams to provide a solution tailored specifically to the challenges of managing service performance.

Introduction and Scope

THRIVE is a secure, cloud-based software-as-a-service (SaaS) platform designed to capture, analyse, and report on service productivity and efficiency metrics.

The primary objective of the Service is to provide the Authority and its constituent providers with live performance dashboards, reports, and data insights to support service improvement, reduce inefficiencies, and monitor key performance indicators (KPIs).

The Supplier will deliver the Service in accordance with the high-level Implementation Plan set out in this Schedule. The implementation is designed to be lightweight, with a focus on rapid deployment and user training.

Core Service Features

Platform Access and Hosting

- The Platform is a secure, cloud-based solution, hosted on UK-based servers.
- The Platform is accessible to all authorised Authority users 24 hours a day, 7 days a week (excluding planned maintenance), via standard web browsers on trust-owned devices (including desktops, laptops, and tablets).
- The Platform does not and shall not collect, store, or process any Patient-Identifiable Data (PID). Its function is limited to operational and performance data.

- The Platform supports role-based access controls, allowing the Authority to restrict access and functionality to different user groups (e.g., unit staff, managers, system-level stakeholders).

Reporting and Data Dashboards

The Platform provides the following reporting capabilities:

- **Live Dashboards:** Real-time (live) performance dashboards are accessible to all authorised users, displaying key metrics as data is captured.
- **Weekly Reports:** Standardised reports are delivered to designated stakeholders each week, covering all units and system-level KPIs.
- **Monthly Reports:** Detailed, in-depth reports are delivered to designated stakeholders each month containing further information and analysis.
- **Ad-Hoc & Custom Reports:** The Supplier provides reasonable support to the Authority to create tailored, in-depth reports to support specific improvement projects, in accordance with the support terms in this Schedule.

Key Performance Indicators (KPIs) and Data Capture

The Platform is capable of capturing, tracking, and reporting on the following core metrics:

- List Utilisation (against baseline) and Session Utilisation.
- Procedure Points (Planned, Achieved, and Actual).
- Procedure and List Durations (including Turnaround Times).
- Cancellation Rates and Reasons (split by Patient and Hospital).
- "Did Not Attend" (DNA) Rate.
- Late Start Times, Durations, and Reasons.

Data Filtering

All reports and dashboards are filterable by a range of variables to allow for granular analysis, including (but not limited to):

- Location (e.g. Provider, Site, Room).
- List Type (e.g. Bowel Cancer Screening (BCS), ERCP, Bronchoscopy, Training, Inpatient, Nurse Led).
- Staffing (e.g. Job Title).
- Time/Date (e.g. Session Type, Date Range).

High Level Implementation Plan

The Supplier will follow a high-level, six-stage process to deploy the Service for the Authority:

- **Stage 1: Induction**
 - Conduct an initial project call with all key Authority stakeholders to confirm project scope, objectives, and key contacts.
- **Stage 2: Prep**
 - Work with the Authority to confirm and agree on all required configuration details, including room numbers, site names, users, administrators, and reporting recipients.
- **Stage 3: Demo**
 - Once configured, the Supplier will conduct a demonstration call with Authority stakeholders to present the configured system and confirm it meets requirements.
- **Stage 4: On-site Training**
 - Deliver on-site training sessions for all relevant administrative and clinical staff.
 - All staff will be provided with the relevant login information (Nursing Teams - Room Accounts, Admin Teams - Admin Accounts, Senior Staff - Reporting Accounts)
 - Handover of a "go-live pack" containing user guides, support contacts, and other relevant documentation.
 - Site visits can be fit in around operating lists to avoid impacting performance.
- **Stage 5: Go-Live (Soft Launch)**
 - Commence live data capture on the agreed date.
 - The Supplier will provide dedicated, intensive support during this initial period to ensure data integrity and answer user queries.
 - After soft-launch there will be an initial two week adjustment period where no data is reported on. During this period the THRIVE team will provide updates on the quality of the initial data without it going into any reports.
- **Stage 6: Full Go-Live**
 - Following a successful soft launch period (e.g., 1-3 weeks), the service moves to a business-as-usual support model, and the implementation phase is formally signed off.
 - At this point, data will enter reporting, meaning a site will receive their first network wide weekly report and their first site specific monthly report after they've completed a full calendar month on the system.

Supplier Obligations and Service Commitments

Service Delivery KPIs (Supplier Performance)

These KPIs measure the Supplier's direct performance in delivering the contracted service.

Metric	Target	How Measured
Platform Uptime	>= 99.9%	Measured monthly via Supplier's independent server monitoring. Excludes planned maintenance.
Weekly Report Delivery	100% of standard reports delivered by the end of the second working day of the following week.	Measured via supplier email delivery logs.
Support Desk Response	95% of 'High' priority support queries responded to within 1 business day.	Measured via Supplier support desk system. 'High' priority is defined as system outage or major function failure.

Support and Maintenance

- The Supplier provides a support desk, accessible to all system users from 09:00 to 17:00, Monday to Friday.
- The Supplier provides a named Client Success Manager for the Authority contract.
- The Supplier maintains a comprehensive digital knowledge base, including user guides and video tutorials.

Training

The Supplier provides the following training and engagement:

- Virtual refresher training sessions via Microsoft Teams, available on reasonable request.
- Up to two (2) on-site training visits per provider Trust per contract year, upon request.
- Annual attendance at one (1) Authority-wide network or governance meeting to present findings and benchmark results, if requested by the Authority.

Offboarding

Upon termination Inform People will provide the Authority with a standard export of all procedure and list data in CSV format.

Any personal data will be securely deleted from all Supplier servers within two (2) months of the contract end date, unless otherwise agreed in writing.

Other data relating to the Authority can be deleted by Inform People upon request by the Authority.

Authority Obligations

The Authority (or its procured providers) is responsible for:

- Notifying the Supplier of any significant changes to service delivery models or list structures that would materially impact the baseline activity figures used for reporting.
- Requesting training from the Supplier for new staff who require access to the Service.
- Managing user accounts and reporting memberships (e.g., adding and removing users) via the tools provided by the Supplier.
- Ensuring its staff use the Platform in accordance with the training and guidance provided.

Marketing and Publicity

- The Authority provides its prior written consent for the Supplier to:
 - List the Authority (or the specific NHS Trust) as a client on the Supplier's website and in other marketing materials.
 - Use the Authority's (or Trust's) name and logo in presentations for relevant industry events and conferences.
 - Develop case studies or press releases relating to the provision of the Service.
- The Supplier agrees to provide the Authority with a draft for review and approval prior to the publication of any new case study or press release specifically referring to the Authority. Approval for such materials shall not be unreasonably withheld or delayed by the Authority.

Information Governance and Security

The system tool and all associated data is hosted and managed by Inform People Ltd using Amazon Web Services whose data centres are compliant with a number of schemes, including PCI DSS Level 1, ISO27001 & ISO9001 details of which can be found here:

<http://aws.amazon.com/compliance/>

AWS security features are detailed here: <http://aws.amazon.com/security/>

The Supplier warrants it maintains the following for the duration of the Contract:

- IASME Cyber Security certification (or equivalent).
- A valid NHS Data Security and Protection Toolkit (DSPT) certificate.
- A comprehensive Business Continuity and Disaster Recovery (BC/DR) Plan, to be provided to the Authority on request.

Penetration (PEN) testing of the Platform is conducted at least once annually.

It is acknowledged by both Parties that the Service does not collect, store, transmit, or process any Patient-Identifiable Data (PID). As such, the Supplier is not acting as a Data Controller or Data Processor on behalf of the Authority in respect of patient data.

- The Supplier complies with all its obligations under the Data Protection Legislation in respect of any personal data it does process (e.g., user account contact details).
- The Supplier maintains completed Data Protection Impact Assessments (DPIAs) with each individual customer, as required.

Carbon Reduction / Net Zero

We have a Carbon Reduction Plan, which is published and available on our website

(<https://informpeople.com/crp/>).