Sopra

Social Prescribing Simplified

G-Cloud 14 - CCS
Service Description Document

Sopra
(**So**cial **Pr**escription **A**ugmentation)

Hyperlocal intelligence at your fingertips

Contents

Service Scope

Sopra improves social prescription experiences and processes by alleviating pressure on primary care to improve patient health outcomes. We leverage community services to provide interventions for patients with non-clinical needs and divert demand from primary care. Sopra has many features that improve social prescribing, and we continue to invest in its development to improve social prescribing. Sopra Community Services (Cosie) can integrate with existing patient record solutions either directly (e.g. EMIS, SystmOne) or via the case management (Cama) as a bundle.

Cosie

Cosie is the flagship Community Services product from Sopra. A dedicated repository of hyper-localised intelligence, Cosie picks up the baton where many other social prescription solutions fail. Through trial and error, and built on years of experience, Cosie contains rich information of local activities, where powerful filters can narrow down options for link workers and health assistants to readily present to patients. Cosie gives you real alternatives to clinical provision, and our dedicated team will work diligently to ensure there's something for everyone, including the more challenging patients.
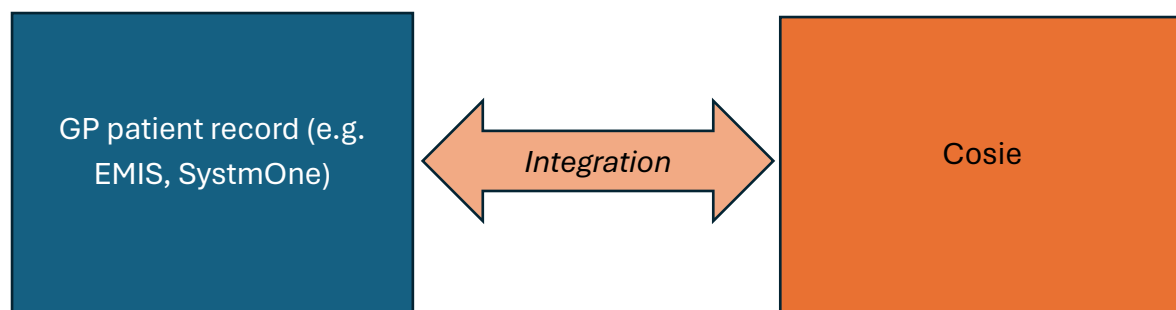
Cama (with Cosie)

Cama is the case management solution for social prescribing patients. Cama is bundled with Cosie for a complete segregation of your social prescribing activity. For organisations that want to limit patient record access to GPs and other practice staff, Cama is the ideal option for link workers and health assistants to support your social prescribing outside of the patient record.

GP patient record (e.g. EMIS, SystmOne) ⟷ Integration ⟷ Cama + Cosie
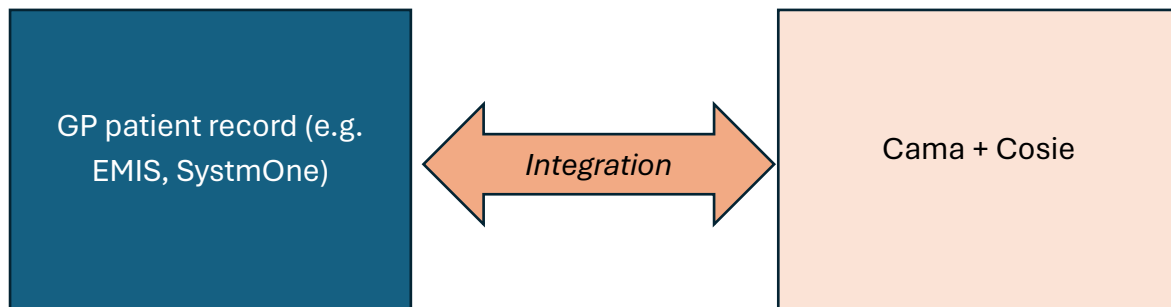
Sorpa vs other solutions

- Beyond the software – the Sopra team understand the nature of social prescribing and that a good infrastructure, intelligence and personnel are needed. The team at Sopra have expertise to plug any development gaps and can provide cost effective resourcing to meet needs.
- Hyper-local Intelligence – Sopra is dynamic, with regular data refreshes that ensure hyper-local intelligence of community services are readily available. There's something for everyone with Sopra enabled social prescriptions.
- Ease of use – Sopra can be used by anyone supporting patients, from reception staff to GPs. Sopra's interface is intuitive and easy to access from any web browser.

Key Features

Features	Benefits
Rapid access to hyper-local community services	Access data to unlock care pathways that leverage the community
Unlimited use of Sopra (Cama, Cosie)*	Clear and transparent pricing
Qualified data of local services, validated by Sopra	No need to remove data of ageing services
Integration with clinical patient record tools (e.g. EMIS, SystmOne)	Seamless data flow between clinical and Sopra tools
Reduced Business Risk (Segregation)	Option to segregate social prescribing activity within Cama
Reduced Business Risk (Referral Failure)	Mitigate improper community referrals with up-to-date intelligence
Powerful data filters	There's something for everyone, even with unique parameters
Intuitive web browser interface that requires no software installs	Offer social prescription from anywhere, any device
Analytics of service usage	Determine community services that are effective and any gaps
Cost savings	Reduce primary care demands and save on clinical resources

* Additional charges may apply for data calls beyond reasonable use, in accordance with Fair Use Policy.

Approach

Our simple onboarding process will get you started with Sopra in as little as two weeks. This includes:

- Demo - a short demonstration with one of our product experts
- Trial - a one-month trial of Sopra and experience the benefits
- Plan - agree a licence model that gives access to select localities
- Success - Enjoy a better social prescription experience

Additional consultancy support and planning for Social Prescription activity can be procured based on the SFIA Rate Card. Trials will be offered for free where possible, although a nominal data set-up fee may be required for your locality. Please email contact@sopra.io for details.

Pricing

Please refer to the accompanying Pricing Document.

Support

Tailored support is available to meet your organisational needs. This includes 3rd line escalations to fully managed support, with a range of support hours and SLAs to meet your business needs, depending on the severity of your support issue. Typical service hours we provide are as follows:

- Monday – Friday 0900–1700 with 4-hour Response
- Monday – Friday 0800–1800 with 4-hour Response
- Monday – Sunday 0800–2000 with 4-hour Response
- 24x7 with 4-hour Response

Contacts

Mr Fuad Uddin – Director, contact@sopra.io