Digital CoProduction

self-care, early-help & prevention products to improve quality of life and save the public purse.

GCloud 14

'Cloud Software'

Service Definition

NDP Manager

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Digital Marketplace Lot	GCloud Software
Name of Service	NDP Manager
Description	A case management software application for triaging, signposting people to early support and referring cases for assessment against Neuro-Development conditions such as Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD). There are four phases in the pathway and the software - Identifying the needs / issues – including multi-agency and personal and family input (can all securely entered online, but paper copies can be uploaded where this is preferable for the patient) - Identifying and signposting people to "waiting well" early support – this links to a Local Directory which is either a stand-alone module inside the ND Pathway Manager, or is a separate but integrated DCP product, called Place Based Directory of Servies - Multi-agency decision on whether to make the referral for assessment - Recording the decision from the assessment – on whether the individual is assessed as having the condition. The steps for early triage and identifying local support creates a focus on "waiting well". This, set alongside reporting against referral volumes and outcomes may drive reduced reliance on need for diagnosis and reduce referral volumes. The system works on Application Programme Interfaces – thus when a referral is made the related data is re-used into the systems used by the providers of the actual assessment service. Personal details are only shared with explicit parent / carer consent and a documented reason; all handled within the software. Parents / carers / individuals have a self-access portal for their contributions and to enable them to track the progress of the referral. The solution has been developed specifically for ASD referrals and is being rolled out to include ADHD referrals as well.
Applicable to	The application delivers online referrals for assessment against Neuro-Developmental conditions such as Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD). The solution can be deployed both for Child and / or Adult referrals; and can be deployed across an Integrated Care System (ICS, ICB or ICP), a County Council footprint or across the footprint of one healthcare provider of the assessment / diagnosis service (which may be based on an old CCG footprint). The value and benefits of the solution are greatest where this is deployed in partnership across local Health and Local Authority partners. Not least because this will maximise the focus on "waiting well", where people considering a diagnosis are often known across multiple partners.

	The platform can integrate via the API and hence can be deployed across an area where there are multiple healthcare providers of the assessment / diagnosis service (across some ICB footprints there can multiple providers of the assessment service for the same condition). The license arrangements recognise and allow for different models / approaches. A professional as part of an approved organisation can start a case to identify a need and progress from there. Citizens can ask a professional to start a case based on their concern and it will allow the concern to be considered and documented. Other professionals can be invited to contribute to the case under a recognised organisation and role.	
Technical requirements	The application is cloud based. Any of the latest browsers will allow a user to administer the system, view and amend the data but it is specifically tested on MS Edge and Chrome. We will need to know where to send/store the case details at the end of the process. These details are made available as Application Programming Interface to ensure the information can be re-used inter-operably across partners in the local Health and Care economy.	
	On-boarding Implementation includes 6 half-days of on-site implementation support (for all implementation of any extension or new pathway), which will cover • Kick-off meeting with stakeholders to agree roll-out plans and ambitions • Training for place administrators • Train-the-trainer training – for training of organisation administrators and for training of professionals • Importantly, it will include populating and agreeing the rules for reviewing and updating the Local Directory (of services to which households can be signposted) • Setting up agreed reporting • Setting up the online helpdesk ticketing system. The license fees also include • Online support videos and user documentation • Online help-desk ticketing for the place administrators and any organisation administrators • An annual review of the Place Based Directory – carried out as a one-off workshop with stakeholders to be identified by the client.	
Exiting	The subscription is for a minimum of 24 months. Thereafter the product can be renewed on an annual basis. Access to the solution will be disabled to an agreed schedule with the client. In particular, we envisage that after an agreed date, that no new referrals will be started into the solution - to minimise the number of referrals that may start in a solution that is about to be disabled. Access by different professionals will also disabled to an agreed schedule. The data related to any referrals that remain live within the system on the contract end-date will be	

	extracted and made available to the client through an agreed process in an agreed format. Email addresses of all roles will be deleted. Where the client wishes to maintain access to the information for any reason (but not update it), then this can be enabled at a discounted rate. The data held on the platform is available at all times, during the contract as an API, so it is expected that exiting the contract can happen in a smooth fashion.
Data	The data is available while the case is open through the user interface, a CSV or a PDF or from the API but once it is closed then all data is deleted and a set of PDFs created and passed to the client. The solution is focused on the management of the referral and on enabling access to early help support in their local community.
New releases	There will be one new release each year to improve this product as agreed by the user group. This will be released to every instance and these improvements will be free of any charge. Every client can apply to join the user group but there will only be a maximum of a couple from each type of organisation. Other requirements may result in price changes, but these will always be signalled with at least 12 months' notice.
Performance and availability	The application is a hosted by AWS and provides a 99.99% availability guarantee. It is, therefore, expected that the application will be available 24/7 but if the software does go down then the service level is for the service to be returned inside 2 hours. Less critical issues will be resolved in a 2 or 7 day service agreement. The tool is accessed and used by a range of professionals across the health and local authority (and school) world, as well as the citizens themselves. System performance is an absolute focus for DCP.
Hosting & Security	Hosted on Amazon Web Services (AWS) due to its flexible offering, practically limitless scalability, and best in class security. The ability to decouple system, database, code and storage resources will allow for a horizontally flexible architecture (scaling both up and down as requirements dictate) to develop a high-availability, high-demand, cost-effective software platform. Some of the core features of the AWS infrastructure we manage are - 24/7 platform monitoring using CloudWatch metrics and alerts - End-to-end encryption using strong ciphers and data encryption at rest - Malware and virus scanning with Web Application Firewalls
Support and after sales	This application is supported by a ticketing system which aims to provide a useful response within two working days and an expected solution timing. The support is second-line and we expect you to provide first line support to your end users.
Training	The application includes contextual help with an online user manual and self-help videos. All new releases include a user guide which is then included in the online user manual.

	During implementation we will deliver training for local administrators and deliver "train-the-trainer" training as well.
Price	£49,000 per annum across a minimum 2 year contract initially. Thereafter the platform can be commissioned on a rolling annual basis, where it is subject to annual RPI increase.
Options	The platform was initially developed to support the referral process for Autism Spectrum Disorder. Where clients want to extend the platform to include the pathway for another ND condition (such as ADHD or extending from Adults to Children), then this is charged at an annual fee of £25,000 per annum. A third and any subsequent pathway is charged at £15,000 per annum. The client can request further implementation support which is priced using the SFIA model.
Invoicing	The client will be invoiced up front for the first year and thereafter invoices can be raised either annually or quarterly in advance. The initial contract is for a minimum of 24 months, but can be commissioned annually thereafter. The platform is subject to annual price increases at RPI, but longer-term contracts would allow prices to be fixed.
Features	1. Admin for approved organisations can create their own users 2. Cases can be created by 'trusted' users or admin approved 3. Stage 1 enables identification of needs / issues 4. Stage 2 gathers information and signposts to appropriate local support 5. Stage 3 enables a decision on submission for relevant referral 6. Stage 4 steps through the diagnosis decision 7. Case creator can invite other professionals to contribute online 8. The majority of the text and dropdowns are configurable 9. Details of each stage are available in PDF/CSV (and API) 10. Citizens and all users are alerted and can track progress
Benefits	1. Working in stages allows thinking and understanding before action 2. PDF outputs allow passing of information to other professionals 3. Online system allows patients and several professionals to work together 4. More secure than hand-written form which is posted/passed around 5. Gathered data used to interrogate Services Directory for suggested support 6. Each area can use their own configuration for their cases 7. Pathway assessors can give case lead feedback before final submission 8. Data not stored indefinitely, passed to secure location on completion 9. Management information available to manage referral processes 10. Signposting to reduce reliance on and volumes of assessment