access
freedom to do more

G-Cloud15

Access Elemental Social Prescribing

Pricing Document

1 Access Elemental Platform

Access Elemental Social Prescribing is a cloud-based platform that is a key component of The Access Group suite of integrated products. Users can make, manage, and report on referrals to social prescribing, care coordination, health coaching and health & wellbeing services, safely and securely

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Elemental Social Prescribing;

Pricing Model – Population Size is calculated by the number of citizens or total patient list size

Option 1 = Case Management System Only			
Population / Patient Size List Covered	**0-100,000**	**100,000-500,000**	**500,000+**
Annual costs per resident/patient *For example Pop size 50,000 will be charged £7,000.*	14p patient/citizen	11p patient/citizen	8p patient/citizen
Option 2 = Marketplace (Branded front end, non-Premium) only			
Population / Patient Size List Covered	**0-100,000**	**100,000-500,000**	**500,000+**
Annual costs per resident/patient	6p patient/citizen	5p patient/citizen	4p patient/citizen
Option 3 = Marketplace (Branded front end with Premium) only			
Population / Patient Size List Covered	**0-100,000**	**100,000-500,000**	**500,000+**
Annual costs per resident/patient	10p patient/citizen	9p patient/citizen	8p patient/citizen
Option 4 = Connector Plus (per GP Integration)			
Annual costs per GP Connection	£500.00		

*Access Elemental is provided as Software- as-a-Service (SAAS). Please note prices above do not include implementation, additional third-party integrations/ integration with additional directory of services, etc.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Evo Everywhere

Evo Everywhere is the AI platform provided with all Access solutions, delivering enterprise-grade AI capability within the customer's own security perimeter. Included within the platform base fee, all users have access to Evo Navigator and Evo Workflows. Power user licences additionally unlock Evo Researcher (knowledge synthesis and information retrieval), Workflows AI and the ability to Run Agents.

Tier	Platform Base Fee	Power User Licence
Evo Everywhere	20% of annual cost	£50 per user per month

Customer Success

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25%

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Limited number of community providers and activities pre-loaded into the DOS (number of community providers and activities will increase as the package size increases)
- This package of support includes our Essential Customer Success Plan (CSP) offering. CSPs can be enhanced at an additional cost (depending upon the level of support you require.
- Pricing does not include implementation/onboarding (known as Flightpaths).
- Additional fees apply per GP integration.
- Pricing excludes VAT.

Worked Example

A Primary Care Network with 50,000 patients purchasing the Elemental Case Management System would pay **£4,500 licence fee per year**. If the same customer purchased **Case Management + Marketplace**, the annual licence fee would be **£6,000 per year** (ex VAT).

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

3 Implementation Methodology

The Access Elemental onboarding team will lead the implementation process for our customers. There are 5 x key milestones involved in the onboarding process to get customer to the point of Go Live.

To underpin and support these milestones, there is a fully robust tried and tested project management process in place. This includes regular meetings to feedback project progress, status and risks.

Milestone 1 - User Requirements

- Gather user requirements with all stakeholders (process of documenting all the customer's needs).
- Customer provided with workflow/implementation chart.
- User Requirements signed off.

Milestone 2 – Go Live Date Agreed

- Confirm Project Go Live date.

Milestone 3 – Training

- Training carried out for all users of the platform which will be a combination of self learning (via our Online Learning Academy) and live facilitated training carried out by our onboarding team.

Milestone 4 – Platform Configuration & GO LIVE

- All stakeholders can access the platform.
- Weekly check in meeting with your Project Manager up to one month post project 'go live'.
- Introduce stakeholders to their Customer Success Manager (CSM) and or Support Engineer who will be a daily support channel for the customer throughout their journey with Elemental.

Milestone 5 - Ongoing Project Support

- CSM will provide daily support. Monthly meetings with stakeholders to discuss additional needs, training requirements and platform usage.
- Account Manager support post project 'go live', meeting on a quarterly basis and liaising closely with your CSM.

All Elemental users have 24/7 access to our Online Learning Academy which comprises e-learning modules, quizzes, resources, videos and cheat sheets.

This includes a combination of Non-Facilitated/Self Learning & Online Live Facilitated training for;

- Referral Agents – GPs, Nurses, Social Workers, etc
- Referral Handlers – Social Prescribing Link Workers, Community Connectors etc
- Community Providers – to enable them to maintain their services in the DOS

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

- Super Users - for Team Leader/Manager/Commissioner.
- Commissioners - Users that have commissioned the platform and want to have access to high level anonymised reporting dashboards only.



As a cloud-based platform and a Software as a Service (SaaS) product, upgrades and updates are included in the annual licence fee. Improvements, enhancements and maintenance are included in quarterly releases.

Access Elemental works in quarterly release cycles and any maintenance required is included in these quarterly releases. These releases are done outside core hours (i.e., after 18:00). We send release notes by email to your nominated contact(s).

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

We provide 3 main support plans as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer, you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Customer Success Plans

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved