access
freedom to do more

G-Cloud15

Access Elemental Social Prescribing Service Definition

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1 Service Overview

Access Elemental is a cloud-based platform that is a key component of The Access Group suite of integrated products. Thousands of organisations across England, Scotland, the island of Ireland, Wales and Australia use Elemental to;

- Demonstrate the impact that the community and voluntary sector makes on the prevention agenda. Ensure safe and assured health and care pathways are co-designed with Patients/Citizens at the centre.
- Promote better partnership working between sectors and systems to improve Patient/Citizen outcomes and reduce demand on public sector services.
- Analyse quality street by street, locality, demographic and condition related data across the services they commission.
- Contribute to halting avoidable health inequalities.

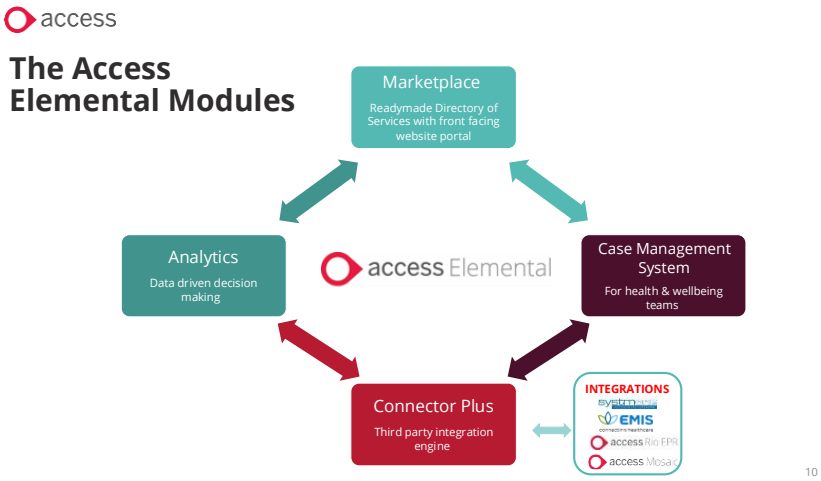
Access Elemental has been proven to drive quality, reduce risks and save costs



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Modules within the Elemental Product suite are listed below:



Case Management System – For health, wellbeing, employment and social prescribing teams
The Case Management module is a digital system co-designed with health, wellbeing and social prescribing teams to facilitate and streamline the process of managing social prescribing referrals to address the broader obstacles that impact patients' health and well-being, and support patients whilst on the waiting list for treatment.

The Case Management module is a centralised hub where healthcare professionals, social prescribers, and other stakeholders can coordinate, monitor, and manage the social prescribing interventions for individuals seeking non-medical support for their health and well-being. Supporting all Citizen/Patient related activity, from case notes to referrals, whilst capturing valuable meaningful data

Marketplace – Directory of services
Marketplace is a locally branded, highly configurable up-to-date and trustworthy Directory of Service. Access Elemental bring together multiple directories and entries from community providers themselves and others, in one simplified single view. Enabling health and social care professionals to send instant referrals to trustworthy and up-to-date community-based providers.

Connector Plus – Third party integration
Connector Plus is an integration engine that brings health and wellbeing closer to primary, secondary, social care & other sectors. Integrates with various systems (i.e. Rio, Mosaic, EMIS Web, EMIS Community, SystmOne, Vision). Allowing embedded referral forms to be auto completed and sent to Community Providers & other non-clinical teams in a few clicks.

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Analytics – Data driven decision making
A variety of reporting tools which surface the data in numerous ways depending on the user and the access levels they have. Turning your data into actionable intelligence to support commissioning, market shaping and oversight responsibilities.

The Analytics module generates reports and analytics to assess the impact of social prescribing on the patient/citizen and community well-being. You can use the data and turn it into actionable intelligence to support commissioning, market shaping and oversight responsibilities to support your strategic decision

Access Evo for Elemental

Access Evo creates a fully connected ecosystem that brings Elemental together with other Access solutions, enabling social prescribers, community connectors, employment advisors, and other teams to work more efficiently and collaboratively. By integrating data and workflows across health, social care, and community services, Evo ensures that frontline teams have the tools they need to deliver personalised, joined-up support for individuals.

Key Features for Frontline Teams:

- **Access Identity:** Single Sign-On (SSO) via OpenID Connect, allowing quick and secure access to Elemental and other integrated solutions without multiple logins.
- **Copilot:** An AI assistant that helps users find answers fast, draft case notes or summaries, and suggest next steps based on organisational data saving time and improving service quality.
- **Feeds:** A unified task and notification feed that consolidates updates from all connected systems, helping social prescribers and advisors stay on top of referrals, appointments, and actions.
- **Integrated Platform:** Seamlessly connects Elemental with social care case management (Mosaic), and Mental Health EPR (RIO) reducing duplication and ensuring a holistic view of the individual's journey.
- **Collaborate:** Secure document sharing and communication tools that make it easy for teams to share updates, resources, and progress across organisations and sectors.
- **Engage:** Create a customised engagement solution that supports your team's wellbeing and collaboration. Options include internal communication tools, recognition and reward features, and resources that help social prescribers, community connectors, and advisors stay connected, motivated, and informed.

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2 Onboarding

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 the 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

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- 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).

3 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.

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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.

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 Access Customer Success Plans

Get to know our knowledge base
Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community
Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else.

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Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

4 Account Management & Customer Success

The Buyer agrees to procure compliance with all terms of use (as specified in this Specification and in the Access terms and conditions the Supplier has submitted to G-Cloud 14) by all of the Buyer's users.

The Buyer acknowledges and agrees that the Supplier reserves the right to terminate a User's access to the Software if the Supplier deems their use to be in breach of the applicable terms of use.

5 Particulars of processing

Category of Data Subject	Professional Users
Type of Data Being processed	• Identity and Contact data • Job data • Administration rights • Professional Details • Login details • Case and attendance notes created
Permitted Purposes	To enable Professional Users to access and use the Software for the purposes of implementing, managing and evaluating the relevant Client's Social Prescription Programme Where it has been agreed between the Buyer and the Supplier, the Software includes a Data Extraction Tool which enables an individual (requested by the Buyer and set up by the Supplier) to extract and download personal data related to the Social Prescription Programme.

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	This may include Personal Data relating to Patients as well as Personal Data relating to Professional Users (and their case notes and attendance notes and referrals uploaded on to the Software).
Permitted Recipients	The Software will be set up so that information about Professional Users will be accessible to certain other Professional Users as well as the Buyer (and anyone designated as a Data Exporter by the Buyer). Where it has been agreed between the parties, the Software may also be integrated with a third-party platform used by the Buyer (and/or other Professional Users). The Supplier is permitted to transfer Professional User Data: (i) to its staff (only for the purposes of assisting in the provision of the services) (ii) sub-Processors (with consent from Client and only for the purposes of assisting in the provision of the Services).
Duration	For the duration of the Supply Agreement

Category of Data Subject	Patients (as defined in the body of the Agreement)
Types of Data Being Processed	• Identity and Contact data • NHS number • Health and well-being data (which may include Special Categories of data) • Attendance notes • Records of consent • Attendance at community events
Permitted Purposes	To enable the Patient to receive Social Prescription Services under the Buyer's Social Prescription

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	Programme and the Professional Users to manage the provision of the same and evaluate the same. Where it has been agreed between the Buyer and The Supplier, the Software includes a Data Extraction Tool which enables an individual (requested by the Buyer and set up by The Supplier) to extract and download personal data related to the Social Prescription Programme. This may include Personal Data relating to Patients as well as Personal Data relating to Professional Users (and their case notes and attendance notes and referrals uploaded on to the Software).
Permitted Recipients	The Software will be set up so that information about Patients can be shared between Professional Users (at their discretion) and may be accessible to the Buyer. Some of the information might also be available to the Patient if they have an account on the Software. The Supplier is permitted to transfer Patient Data: (i) To its staff (only for the purposes of assisting in the provision of the services) (ii) data Processors (with consent from Client and only for the purposes of assisting in the provision of the services).
Duration	For the duration of the Supply Agreement

6 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group (with the Elemental business as part of this group) we have a large team involved with ensuring that our customers can build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

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Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

7 Outage and Maintenance Management

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

8 Backup and Disaster Recovery

Commented [SG1]: Clarify this is correct for your solution

The solution is backed by the AWS's (Amazon Web Services) RDS (Relational Database Service), which provides a fully managed solution to host, manage and backup our system database needs. Amazon RDS automates common administrative tasks, such as performing backups and patching the software that powers our database. With Multi-AZ deployments, Amazon RDS also manages synchronous data replication across Availability Zones (multiple physical locations in London) with automatic failover.

https://aws.amazon.com/rds/faqs/#Multi-AZ_Deployments

Backups consist of full nightly snapshots (performed during our backup window at 4am), followed by a running transaction logs (as updates to the DB Instance are made). This means that we can restore to any specified 'point-in-time' if requried. This is managed automatically by AWS. All data is encrypted at rest.

https://aws.amazon.com/rds/faqs/#Automatic_Backups_and_Database_Snapshots

Restore Testing
We undertake periodic restore testing.

Primary Node Failure
In the event of of the primary node failure, the 'stand-by' (which is an up-to-date replica of the primary) is promoted to become the new 'primary' which then starts accepting database operations. Amazon RDS generate a new 'stand-by' instance and sychronise the data automatically.

Complete Outage
In the unlikely event that both AWS Avilability Zones fail, we can restore from the most recent 'point-in-time' backup. This can take between 30 minutes to an hour to restore, and will happen in parallel with the restoration of any other services that were affected.

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9 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

10 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

11 Development Life Cycle

Commented [SG2]: IF YOU HAVE A MORE PRODUCT SPECIFIC UPDATE YOU CAN ADD PLEASE DO

Access Elemental and its associated modules (as detailed above) has a detailed roadmap of improvements driven by customers, statutory requirements, and our own roadmap.

We take a partnership approach to developing and refining our product roadmap and delivering on the promises we make. This includes individual meetings with our customers and active participation in user groups.

The developments set out in the roadmap are the direct results of this partnership approach and reflect individual specifications refined through this rigorous process.

UI/UX prototyping tools form a critical part of this process, allowing wireframes and example user journeys to be demonstrated to our customers at an early stage, gaining valuable feedback before development begins.

This allows us to ensure that what we develop meets the wider needs of our customer base and provides users with the opportunity to help shape the end product.

New functionality is added on a regular basis (we have monthly relases to live) with all customers benefitting at the same time of platform wide releases.

12 Technical Requirements

Access Elemental runs on any computer or mobile device with a browser and Internet connectivity.

Web Browsers Supported:

- Chrome
- Firefox
- Safari
- Microsoft Edge

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13 Service Constraints

Severity Classification:

Severity Classification	Description:
A	Emergency: Client's business is stopped due to Error that is preventing Client's operational use of the Software (or significant functionality within the Software).
B	Urgent: Client's business is significantly impaired or restricted due to Error that, while not preventing, is severely degrading Client's operational use of the Software.
C	Non-Urgent: Client's business is impaired or restricted due to Error that either occurs rarely or for which a viable workaround is available.
D	Low: Error causing little or no impact upon Client's business.

Maintenance Service:

Subject to agreement on the Severity Classification of the Error, The Supplier will use all reasonable endeavours to respond to and fix (including by means of workaround, temporary fix or bypass procedures). Errors within the target timescales set out in the table below:

Severity Classification	Target Response Time	Target Fix Time
A	Within 2 Support Hours	Within 8 Support Hours
B	Within 4 Support Hours	Within 32 Support Hours
C	To be targeted for next Maintenance Update	To be targeted for next Maintenance Update
D	To be targeted for future Maintenance Update based on relative priority	To be targeted for future Maintenance Update based on relative priority

Where a workaround or bypass procedures has/have been provided, a fix will be targeted for the next Maintenance Update.

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

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Maintenance management: Downtime due to maintenance is very infrequent and is run outside of normal working hours so there is minmum disruption to customers.

We shall use commercially reasonable endeavors to make the Software available 24 hours a day, seven days a week, except for (a) planned maintenance carried out between 7pm and 7am; and (b) unscheduled maintenance provided that The Supplier has given the Buyer at least 6 hours' notice of the same.

14 Definitions Used

- **Data Extraction Tool** means a tool provided by the Supplier, which enables the user to access and download all or parts of the data uploaded on to the Software in connection with the Social Prescription Programme (including Personal Data relating to Patients, the identity and role of Professional Users, as well as case notes and attendance notes uploaded by Professional Users);
- **Data Exporter** means any individual authorised or enabled to access the Data Extraction Tool;
- **Extracted Data** means any information downloaded from the Software or accessed using the Data Extraction Tool or otherwise by the Buyer, its personnel and/or any other individual enabled by the Buyer or its personnel to download or access the same;
- **Implementation Plan** means the timetable set out in the Commercial Terms; (see table below)
- **Self-refer** means using a Self-referral Web Form to contact a Social Prescription Hub for the purposes of receiving Social Prescription Services;
- **Self-referral Web Form** means the web form provided by the Supplier to the Buyer;
- **Social Prescription Hub** means a hub linked to the Social Prescription Programme, at which healthcare professionals can make social prescription referrals;
- **Social Prescription Programme** means the social prescription programme organised and/or overseen by the Buyer, whereby Professional Users will use the Software to set up, manage, provide and/or evaluate Social Prescription Services for Patients (up to the maximum number set out in the order form/Statement of Work;
- **Social Prescription Services** means assessing the social, emotional or practical needs of a Patient and making referrals on the basis of such assessments, and tracking the Patient's progress in connection with the same;

15 Data Extraction Tool Clause

This clause shall apply if the Supplier is providing the Buyer with the Data Extraction Tool.

The Client acknowledges that:

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- The Data Extraction Tool enables the user designated by the Buyer to access and download any and all data uploaded on to and held on the Software in connection with the Social Prescription Programme, which includes Personal Data relating to Patients, the identity and role of any and all Professional Users involved in the Social Prescription Programme (or any part of it), as well as case notes and attendance notes uploaded by those Professional Users;
- The data accessible using the Data Extraction Tool is not anonymised and is likely to include sensitive and confidential medical information relating to Patients (which information falls within the definition of Special Categories of data);
- It is the responsibility of the Buyer to ensure that it has such agreements in place with the Data Exporter (in respect of their access to and use of any Extracted Data) and any Professional User as the Buyer may deem necessary or desirable; and
- It is the responsibility of the Buyer to ensure that the details provided to the Supplier identifying the designated Data Exporter are correct and that any and all confidentiality and other agreements which may be required by the Buyer are in place with the Data Exporter or Exporters designated by them.
- The Client may from time to time notify the Supplier if it wishes to change the identity of the Data Exporter or add an additional Data Exporter, provided it notifies the Supplier in writing with no less than 2 Business Days' notice.

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