

G-Cloud15

Access Patient Administration System Service Definition

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1 Service Overview

The Access Patient Administration System (PAS) is a comprehensive patient administration solution designed for acute care settings, providing essential infrastructure for managing patient demographics, appointments, referrals, and administrative workflows across hospital environments. As part of the combined PAS and Emergency Department solution, the system delivers the foundational administrative capabilities that support clinical operations throughout the acute care pathway.

Core Functionality

Access PAS manages person-identifiable information including comprehensive demographics such as NHS number, name, address, date of birth, gender, ethnicity, and religion. The system provides structured data storage through a Microsoft SQL database, giving Trusts full access to information to support their own data extract and reporting purposes. The platform maintains all administrative records throughout the duration of the active contract, with processing continuing for as long as services remain operational.

Patient Record Management

The system maintains comprehensive patient records with full audit trails of all read, write, and update actions along with login and logout activities. Using the application, authorised staff can amend patient information with the system maintaining complete audit records documenting who made amendments, what was changed, and when amendments occurred. Customers can access audit logs via system administration screens to review all system activities and data changes.

Access PAS stores special category data including religion, ethnicity, gender, and sexual orientation. As a highly configurable product, customers can customise the system themselves, creating additional data capture screens to support their own local data capture and reporting requirements. Consequently, customers may capture additional special category data items using the product which are considered special category data items beyond the standard configuration.

Access Control and Security

Access PAS includes comprehensive role-based access control capabilities ensuring users can only access functions appropriate to their role. The system incorporates legitimate relationship controls which ensure users can only access patient records where they have a legitimate reason to do so, for example when they have an appointment with that patient. Users who do not have a legitimate relationship with the patient may still, subject

Operational Benefits

Access PAS is designed specifically to enhance operational efficiency and care delivery in acute care hospitals. The system streamlines administrative and clinical processes, reduces operational costs, and improves overall patient care by digitising key workflows. The highly configurable nature of the platform enables each Trust to adapt the system to their specific operational requirements whilst maintaining robust security and audit capabilities.

2 Onboarding

Access employs a structured implementation approach designed to support healthcare organisations through the transition to Access PAS. Our methodology has been developed through over 20 years of delivering software to healthcare organisations across the NHS, and is tailored to meet the specific requirements of each organisation.

Implementation approach:

The implementation process is designed to be collaborative, with Access working closely with customer project teams to ensure successful deployment. The approach encompasses:

- **Project initiation and planning** - establishing governance, scope, and success criteria
- **Configuration and system design** - aligning capabilities with organisational requirements
- **Feature selection and enablement planning** - determining which capabilities to activate at go-live and which to enable in subsequent phases
- **Data migration support** - where applicable, supporting transition of existing data
- **Training and enablement** - preparing system administrators and end users for go-live
- **Go-live support** - providing intensive support during the transition period
- **Transition to ongoing support** - handover to Access Customer Success teams

Phased Adoption Approach:

The architecture supports phased adoption of capabilities through feature enablement controls. Organisations can choose to activate core functionality at initial go-live, with additional features enabled progressively as users become familiar with the platform and

organisational readiness develops. This approach reduces implementation risk and enables more controlled change management.

Knowledge Transfer:

A key principle of Access implementation methodology is skills transfer. Implementation activities include training for nominated system administrators to enable ongoing configuration and management post go-live, including the ability to enable and configure additional features as organisational requirements evolve. Access provides documentation, eLearning resources, and direct training to support this knowledge transfer.

Flexibility:

Implementation timescales and specific activities will be confirmed during initial scoping, based on organisational requirements, existing system landscape, and the scope of functionality being deployed at initial go-live and in subsequent phases.

3 Service & Support Management Details

Access is committed to providing comprehensive support services to ensure customers can deliver uninterrupted patient care. Our support model is designed to provide rapid response to incidents whilst also enabling customers to maximise value from their investment through ongoing guidance and best practice sharing.

Support Delivery:

Access provides a single point of contact for all incidents and service requests through our Service Desk. Support is delivered during standard service hours (08:00-18:00, Monday to Friday excluding UK public bank holidays) with prioritised response times based on business impact.

Incident priorities range from Priority 1 (complete loss of service affecting all users) through to Priority 4 (minimal impact to non-essential features), with response and resolution targets aligned to the severity of business impact. Full details of service levels are provided in the separate Service Level Agreement document.

Support Channels:

Customers can access support through multiple channels:

- **Support Portal** - online access for logging incidents, tracking progress, and accessing knowledge base articles
- **Telephone Support** - direct access to support teams for urgent incidents
- **Knowledge Base** - extensive library of self-service articles, guides, and best practice documentation
- **Community** - peer-to-peer support and knowledge sharing with other customers

Customer Success Plans:

Access offers tiered Customer Success Plans to provide varying levels of support, access, and strategic guidance:

- **Essential Plan** - online support via Support Portal, included as standard with all subscriptions
- **Standard Plan** - telephone and live chat access, faster response times, access to eLearning content and Success webinars
- **Premier Plan** - dedicated Customer Success Manager, proactive guidance, and strategic partnership

Full details of Customer Success Plans and associated benefits are available from your Access account manager.

Continuous Service Improvement:

As a SaaS platform, Access PAS benefits from continuous updates and enhancements deployed by Access. These updates are managed to minimise disruption to clinical services, with planned maintenance communicated in advance. The continuous delivery model ensures all customers benefit from the latest capabilities, security updates, and regulatory compliance requirements without the need for customer-managed upgrade projects.

4 Account Management & Customer Success

Access is committed to building long-term partnerships with healthcare organisations, supporting them throughout their journey with Access PAS from initial implementation through to ongoing optimisation and expansion.

Customer Success Management:

Customers on Standard and Premier Success Plans benefit from dedicated Customer Success resources who specialise in healthcare technology. Customer Success Managers work proactively with organisations to:

- Understand how the software is being used across clinical and administrative workflows
- Identify opportunities to enhance value and improve operational efficiency
- Share best practice from across the customer community
- Provide guidance on new capabilities and features as they become available
- Support organisations in achieving their strategic objectives through effective use of technology

Account Management:

Access Account Managers work with healthcare organisations to ensure they have access to the full breadth of Access capabilities. Account Managers provide:

- Strategic guidance on how emerging technologies can support organisational objectives
- Information on complementary solutions within the Access portfolio
- Commercial and contractual support as requirements evolve
- Coordination across Access teams to ensure seamless service delivery

Knowledge Sharing:

Access facilitates knowledge sharing across the community through:

- **Customer Success Webinars** - regular sessions covering new features, best practice, and practical guidance
- **Knowledge Base** - comprehensive documentation, guides, and self-service resources
- **eLearning Platform** - online training content supporting both initial training and ongoing skills development

Continuous Engagement:

As a SaaS platform, Access PAS evolves continuously with new capabilities deployed regularly. Access Customer Success and Account Management teams ensure customers are kept informed of developments relevant to their organisation and are supported in adopting new capabilities that deliver value.

5 Backup and Disaster Recovery

Access PAS is hosted on Microsoft Azure with comprehensive backup and disaster recovery capabilities designed to protect customer data and ensure service continuity.

Backup Strategy:

All data is backed up automatically in accordance with healthcare data retention requirements. Backups are encrypted at rest and stored across geographically diverse Azure regions to ensure data protection and availability. Backup schedules and retention periods are designed to support both operational recovery requirements and regulatory compliance obligations.

Recovery Objectives:

Access PAS has been designed to deliver appropriate recovery objectives for a cloud-based healthcare system. Recovery Point Objective (RPO) and Recovery Time Objective (RTO) targets are established to minimise data loss and service disruption in the event of an incident. Specific recovery targets will be confirmed as part of contractual agreements and reflect the critical nature of electronic patient record systems.

Disaster Recovery Testing:

Access undertakes regular disaster recovery testing to validate the recoverability of the service and ensure that backup and recovery procedures remain effective.

Infrastructure Resilience:

The Access PAS platform is architected for resilience with data replicated across geographically diverse Azure regions. The platform incorporates redundancy, automated monitoring, and alerting capabilities to detect and respond to incidents rapidly, minimising the risk of service disruption.

Incident Response:

In the event of a service incident, Access support teams follow established incident response procedures to assess impact, communicate with affected customers, and restore services in line with agreed recovery objectives.

6 Business Continuity

Access maintains comprehensive business continuity and disaster recovery plans to ensure continued service delivery in the event of significant business disruption.

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

7 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.

8 Development Life Cycle

Access is committed to a collaborative approach to product development, working closely with customers and the wider healthcare community to shape the product roadmap and ensure the platform continues to meet evolving clinical and operational requirements.

Customer Engagement:

Our Product team works directly with healthcare organisations to understand the challenges they face and to identify solutions that deliver meaningful value. We regularly undertake collaborative workshops and feedback sessions with customers to inform product development priorities and to validate proposed solutions before development commences.

Healthcare Sector Engagement:

Access actively participates in NHS programmes and initiatives, working with organisations including NHS England, NHS Digital, Integrated Care Boards, and industry bodies to ensure our products align with national strategies and standards.

Customer Involvement:

Access actively encourages customer involvement in product development activities, including participation in design workshops, early access programmes, and user testing. This collaborative approach helps ensure that new capabilities are validated with real-world clinical and operational input before wider release.

9 Service Constraints

Service Availability:

Access PAS is delivered as a managed SaaS platform with target availability of 99.9% per calendar month. As a cloud-native platform, updates and enhancements are typically deployed without service disruption. In exceptional circumstances where maintenance activities may impact service availability, Access will provide advance notice to customers.

Service Model:

Access PAS is delivered as a true SaaS solution with continuous delivery of updates and enhancements. All customers operate on the current version of the platform, with updates deployed by Access in a managed fashion.

The platform incorporates feature enablement controls, allowing organisations to activate capabilities in a phased manner aligned with their readiness and change management approach. This enables organisations to start with core functionality and progressively enable additional features as users become familiar with the platform and operational processes mature.

Configuration capabilities enable organisations to tailor the system to their specific workflows and requirements within the constraints of the multi-tenant platform architecture. Specific configuration options and feature enablement strategies will be discussed during implementation planning.

Scope Confirmation:

The specific modules, features, and capabilities included within an Access PAS deployment will be confirmed during initial scoping discussions and documented in contractual agreements. Not all functionality described in marketing materials or demonstrated during sales processes may be available or appropriate for all customer organisations.