

MEDICAL AUDITS LIMITED

Healthcare Auditing Software Service

G-CLOUD FRAMEWORK

SERVICE DEFINITION

ISSUE 7

08/11/2025



© MEDICAL AUDITS



G Cloud 15 Framework – SaaS



Table of Contents

1	OVERVIEW OF PRODUCT AND SERVICE
1.1	Summary
1.2	Background to service requirement
1.3	Key Features
1.4	Benefits
1.5	Software Systems Available
1.6	Resources Available
2	INFORMATION ASSURANCE
2.1	Infrastructure security
2.2	Data in Transit Protection
3	BACKUP/RESTORE AND DISASTER RECOVERY PROVISION
4	ON-BOARDING AND OFF-BOARDING PROCESSES
4.1	On-Boarding
4.2	Off-Boarding
5	Medical Audits SECURITY
5.1	Secure Encrypted Connection from the Client to the Application
5.2	Secure Encrypted connection from Application back to Client
6	SERVICE MANAGEMENT DETAILS
7	SERVICE LEVELS
7.1	Support Services
7.2	Performance and Availability
7.3	SaaS Updates
7.4	Financial recompense model for not meeting service levels
8	SERVICE CONSTRAINTS
8.1	Maintenance Schedules
9	TRAINING
10	INVOICING PROCESS
11	TERMINATION TERMS
12	DATA RESTORATION/SERVICE MIGRATION
13	DATA PROCESSING AND STORAGE LOCATION(S)
14	CUSTOMER RESPONSIBILITIES
16	TECHNICAL REQUIREMENTS
17	DETAILS OF ANY TRIAL SERVICE AVAILABLE



1. OVERVIEW OF PRODUCT AND SERVICE

1.1 Product and Service Summary

Medical Audits is a Software as a Service delivery model for healthcare designed with International best practice as standard.

Accessed via a Cloud service MEDICAL AUDITS AUDITING SOFTWARE is a bespoke data capture system, specifically designed for mobile auditing:

Features:

- Mobile Auditing on multiple platforms (Android, IOS, Windows and more)
- Real time digital dashboards
- Real time web-based management and reporting system
- Flexible data capture system
- Simple to use Intuitive user interfaces
- Centrally managed software

Access through a secure web browser with appropriate encryption and security measures to audit, view reporting data, conduct analysis and administer the auditing Software as a Service.

1.2 Background to Service Requirement

- The auditing process is slow, tedious, repetitive and a poor use of valuable, highly skilled workers' time.
- Research demonstrates staff spend up to 50% of their audit time entering data already collected during audits and generating reports and analysing data.
- Medical Audits software has been designed to completely remove the need for double data entry and provide users with real-time results and digital dash boards – accessible on the audit devices and from any lap top, tablet computer, smart-phone, fat or thin client connected to our cloud service.

1.3 Key Features

- Our Product, is a bespoke designed mobile auditing system and web based



management and reporting system that computerises your current paper based auditing processes.

- Our software allows users worldwide to record the data collected during audits, surveys and reviews across all areas of healthcare.
- Our off the Shelf audits are developed by professionals and healthcare experts to ensure they are based on standardised best practice guidelines and recommendations.
- Customers can choose to purchase our Survey and Audit software (HAPI®) where we can add their audits for them or they can add their own audits for complete flexibility.
- Data collected is encrypted in our cloud service and displayed on real-time digital dash boards.
- The reports provided by the software ensure accurate visually powerful data and charts to assist with training, education and feedback.

1.4 Benefits and Advantages

- Using our Software as a Service model customers can purchase exactly what they need, from one audit system to hundreds – helping keep you within your budget.
- Medical Audits software can be used to monitoring compliance across all areas of healthcare – eliminating data silos.
- Reduce stress – Medical Audits software works – every day, on any device, online or off line.
- Improves the effectiveness and efficiency of auditing processes providing data to help ensure safer, more effective care for our patients.
- Triples the auditing capacity of organisations, without any need to increase staff resources – saving time and improving efficiency.
- Using our Infection Prevention (IPC) audits and cleaning audits have been proven to reduce infections, improve outcomes and reduce the economic burden of HCAI.

1.5 Software Systems Available

Service Description

The Medical Audits Audit Management Suite consists of individual cloud based audit and compliance systems that can form part of an integrated Trust wide monitoring solution.

We have a comprehensive range of cloud based auditing, compliance and reporting systems that cover environmental cleaning and hygiene, Risk management, Food safety, Fire safety, patient safety, clinical audits, infection prevention, antimicrobial stewardship, health and



safety and so much more.

We also provide Incident reporting software, Facilities Management software, Evidence management systems and our Unique HAPI® platform so you can design your own audits and surveys.

1.6 Resources Available

Supporting these services is a related set of Professional services. Our team of healthcare and software professionals support best practice by providing any training, analysis, consultancy and advice you need to ensure efficient end-customer use of the service and value for money.

We continue to be engaged throughout the training and embedding processes, providing guidance and direction around how to obtain the most effective and efficient use of our systems in order to maximise your efficiencies and your Return on Investment.

Consulting Services:

- We can provide a best practice review of your Medical Audits usage and your auditing processes.
- On-site consulting to help your department configure your current methodology and best practices to work alongside Medical Audits systems.

Training Services:

- We offer a comprehensive selection of on-site, hands-on, end-user training sessions for any Medical Audits module.
- We can provide on-line and remote training if needed.
- We also offer a range of training sessions to facilitate your in house auditing and compliance staff.

2.0 INFORMATION ASSURANCE

Medical Audits complies with relevant information security legislations including but not limited to The Data Protection Acts (2018/1988/2003) and UK General Data Protection Regulation (UK GDPR) Cyber security

These include:

- The Information Commissioner's Office (ICO) Statutory Data Sharing Code of Practice and associated guidance.
- Guidance on Privacy by Design and Privacy Impact Assessment.



- The NHS Confidentiality Code of Practice.
- The NHS Records Management Code of Practice.

2.1 Infrastructure Security

Our cloud contracted services provide the following infrastructure security:

- Conducting bi-annual physical security reviews to ensure we adhere with policies and best practices.
- Escorting visitors while they're in data centres and signing them in and out of facilities.
- Restricting access to data centres with fences, gates, swipe-card-entry systems and role-based privileges.
- Protecting facilities with out-of-hours security guards.
- CCTV monitoring and a reception that's manned 24/7/365.
- Maintaining operations during short-term power fluctuations with reserve power supplies, backups (e.g. uninterrupted power supply) and redundant generators, which we test regularly.
- Maintaining optimum environmental conditions in our data centres with air conditioning systems, which we test regularly.
- Providing fire detection and suppression systems, which we test regularly.
- Our data centre is ISO27001 compliant.
- Our data centre tier is TIA-942 Tier 3

2.2 Data in Transit Protection

- All data is protected during transit.

3.0 BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

- Medical Audits services are hosted by a cloud supplier using a Tier 3 certified, ISO 27001 Data Centre.
- All servers are subject to backup and restore services with content restoration to within 12 hours of any permanent data loss.
- Regular test back-ups and restores are conducted.

4.0 ON-BOARDING AND OFF-BOARDING PROCESSES

4.1 On-Boarding

- Once a Medical Audit's customer decides to implement Medical Audits software, we will immediately prepare their cloud environment, commence configuration and



system set up and agree a training schedule to suit the customer.

- The new customer will supply basic hospital information to include in the system and agree set up and configuration requirements.
- The standard system set up and training approach is provided as per the pricing document.
- Our staff are highly experienced and have a wealth of expertise in change management, compliance and auditing processes. We therefore support a range of services which may be considered useful for end user engagement and process readjustment. These services are available based on specific customer requirements and are subject to a SFIA rate card.

4.2 Off-Boarding

- Our standard approach in line with our SLA is:
 - To provide and offline the customer's data.
 - After 90 days (or earlier upon customer confirmation) the data in the data centre will be deleted.
 - User accounts will also be deleted.
- Where applicable, decommissioned devices are formatted and physically destroyed to prevent any possibility of data being retrieved.

5.0 MEDICAL AUDITS SECURITY

- Medical Audits ensures that customer's data is held in UK data centres utilising best practice to secure and protect data and that the data is fully encrypted and secure.
- Our information security policies include:
 - High strength Password management
 - Anti-virus deployment and update
 - Access control including regular entitlement audits
 - Acceptable use of assets
- We are acutely aware of security design and auditability requirements of the Public Sector.

6.0 SERVICE MANAGEMENT DETAILS

- All services are provided within the UK.
- Customisation requests will be reviewed and taken on board.
- Any additional support requirements will be the subject of discussion with the customer



and subject to SFIA rate card.

7.0 SERVICE LEVELS

7.1 Support Services

Hours of Support

- Medical Audit's standard support operations are available to all SaaS customers under a service level agreement.
- Support facilities can include and is not limited to the following:

Helpdesk Support (Monday to Friday 9am to 18.00)

- Helpdesk support will be provided by telephone and email.
- When appropriate, we will endeavour to give an estimate of how long a problem may take to resolve.
- Medical Audits will keep the Customer informed of the progress of problem resolution.
- Our support staff will attempt to solve a problem immediately or as soon thereafter as possible.

Helpdesk – online support

- Helpdesk email support will be provided 9am to 9pm Monday to Sunday for urgent support issues

Remote logged in support (Monday to Friday 9am to 18.00):

- Medical Audits, where necessary, can remotely login to provide support. Helpdesk -

7.2 Performance and Availability

The performance of the service is guaranteed 99.99% availability.

7.3 SaaS Updates

Licensed Customers will be entitled to receive Software updates when they are made generally available to Medical Audits customers.

7.4 Financial recompense model for not meeting service levels



Financial recompense is offered via Service Credits.

8.0 SERVICE CONSTRAINTS

8.1 Planned Maintenance

- Our clients will have to do nothing on their computers in relation to planned maintenance as all the upgrades and updates will be done on the cloud servers.
- Medical Audits will carry out planned maintenance without affecting the Service.
- Generally this will be out of office hours to ensure any maintenance is during periods of anticipated low traffic and by carrying out Planned Maintenance on part, not all, of the network at any one time.

9.0 TRAINING

- Medical Audits have a full training and consultancy service and have a team of highly skilled staff with extensive competence and experience in delivering training.
- If extra customer training is required as part of the service the scope and nature will be specified during the on-boarding process.
- Any additional training not included in the scope of the service can be provisioned for through reference to the SFIA rate card.

10. INVOICING PROCESS

- Customers may order all Medical Audits services in as follows:
 - Firstly, contact any member of our sales team through either online enquiry, telephone enquiry and via the G-Cloud catalogue contact details.
 - Our team will discuss your specific requirements with you and send you an invoice for the services required.
 - Once we receive the initial payment of the Service fee we will begin set up and configuration of the system for your requirements.
 - Payment can be via the following methods: BACS, SEPA.



11. TERMINATION TERMS

- The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Invoice.
- Please refer to MEDICAL AUDITS terms for a complete description of terms applicable to this service.

12. DATA RESTORATION/SERVICE MIGRATION

- Medical Audits commits to returning all customer data on request.
- We are happy to support migration requests. Pricing for this service is according to our SFIA rate card.
- On request, data in our data centre can be deleted.

13. DATA PROCESSING AND STORAGE LOCATION(S)

- Access to services is restricted by configuration of services during the enrolment process.
- Processing of all data takes place in England, with storage facilities maintained in England.

14. DATA RESTORATION / SERVICE MIGRATION

- Should Medical Audits be advised or discover a material degradation in the data supporting the service it will follow planned/emergency procedures as defined in the Planned/Emergency maintenance section in the Service Constraints section in this document.
- Service migration requirements will be handled through the process described in the On-Boarding section of this document.

15. CUSTOMER RESPONSIBILITIES

- Customer responsibilities related to the project implementation will be agreed at the initiation phase of the project.
- Typically these will include providing a main point of contact, provision of working facilities, making staff available for interviews and workshops and project meetings,



and timely approval and acceptance of all key deliverables.

- General customer responsibilities are detailed in our Terms and Conditions.

16. TECHNICAL REQUIREMENTS

- Any technical requirements, service dependencies and technical interfaces will be defined and agreed with the client at the project initiation stage.
- Client side requirements for customers using Medical Audits SaaS require as a minimum:
 - Wi-Fi access to enable the auditing devices to connect to the cloud and the servers for data upload.
 - Any tablet computer, lap top thin client or thick client with up to date web browser such as Microsoft Edge, Firefox, Google Chrome or Safari.

17. DETAILS OF ANY TRIAL SERVICE AVAILABLE

- Medical Audits are happy to provide trials of the system for short term assessment of suitability.
- Any trial will be limited in functionality and serviceability.
- Such trials will be at the discretion of Medical Audits.