

Service Definition: NHS Access, Capacity and Flow Services

Service overview

This service provides end-to-end design, implementation, and support of digital access, automation, and integration capabilities for NHS organisations. It combines Salesforce implementation services, Agentforce AI capabilities, and MuleSoft integration to help reduce avoidable demand, protect staff capacity, and restore patient flow across primary care, mental health, Trusts, and ICBs.

The service supports three connected outcomes: simplifying patient access, reducing routine workload through automation, and improving coordination across care journeys.

Service scope

The service includes discovery, design, configuration, integration, deployment, and support of Salesforce-based solutions, AI-assisted digital agents, and system integrations. It supports patient-facing and staff-facing use cases, including access, enquiries, workflow coordination, and information sharing. The service does not provide clinical advice or replace clinical decision-making.

Supported service areas (POVs)

- **Digital Front Door and Patient Access** – reducing inbound call volumes through visibility, self-service, and proactive communication.
- **Demand, Capacity and Workflow Automation** – absorbing routine work so staff can focus on care.
- **Discharge Coordination and System Flow** – improving information sharing across organisations to support safe and timely discharge.

Users

Authorised NHS staff, partner organisations, and patients where appropriate. Access is restricted using role-based access controls and strong authentication.

Service components

- Salesforce implementation services (CRM, Service, Experience and Data capabilities)
- Agentforce AI-assisted digital agents for patient and administrative interactions
- MuleSoft integration services for EPR, PAS, social care and partner systems
- Workflow automation and case management
- Reporting, dashboards and audit trails

Support and service levels

Support is provided during UK business hours with priority-based response and resolution targets. Critical incidents are supported outside business hours. A managed support model is available, including a support portal, dedicated service management, and regular service reviews.

Onboarding and offboarding

Onboarding includes environment setup, configuration, integration, access provisioning, testing, and knowledge transfer. Offboarding includes secure removal of access, data handling in line with NHS requirements, and service closure activities.

Security and compliance

The service operates within an ISO/IEC 27001 certified Information Security Management System and is supported by Cyber Essentials Plus. Controls include access management, monitoring, incident management, and change control. Salesforce provides underlying platform security.

Resilience and availability

The service relies on the resilience and availability of the Salesforce cloud platform and integrated services, which provide built-in redundancy, monitoring, and failover. Operational processes support incident management and customer communication.

Data handling

Patient and service data is processed and stored within Salesforce and connected systems in accordance with contractual and NHS data protection requirements. Data access is restricted, logged, and auditable.

Change management

Changes are managed through a controlled change management process, including impact and security assessment, testing in non-production environments, and controlled deployment.

Service boundaries

The service does not include clinical diagnosis, treatment decisions, or autonomous decision-making. Responsibility for clinical and operational decisions remains with the customer.