

Service Definition: Agentforce for NHS

Service overview

Agentforce for NHS is an AI-assisted service built on the Salesforce platform that helps healthcare organisations reduce avoidable demand, protect staff capacity, and improve patient flow. It combines digital self-service, automation, and system integration to support patient access, routine enquiries, and joined-up care journeys.

Service scope

The service provides design, configuration, implementation, and ongoing support of Agentforce capabilities within NHS environments. It supports patient-facing and staff-facing use cases including access, communication, and workflow coordination. The service does not replace clinical decision-making and is designed to support, not automate, care delivery.

Users

The service is intended for authorised NHS staff, partner organisations, and patients where appropriate. Access is restricted using role-based access controls and strong authentication.

Service features

- AI-assisted digital agents for patient and administrative queries
- Single digital front door for patient access
- Proactive SMS and email communications
- Case and workflow automation
- Integration with EPR, PAS, and partner systems
- Unified work queues and dashboards
- Audit logging and monitoring
- Human-in-the-loop oversight
- Scalable Trust-to-ICB architecture
- Secure Salesforce cloud hosting

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. Support is delivered through a managed support model with access to a support portal, a dedicated service manager, and regular service reviews.

Onboarding and offboarding

Onboarding includes environment setup, configuration, integration, access provisioning, 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. Data protection, access control, monitoring, and incident management processes are applied. Salesforce provides underlying platform security.

Resilience and availability

The service relies on the resilience and availability of the Salesforce cloud platform, which provides 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 in accordance with contractual and NHS data protection requirements. Access to data 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 advice, diagnosis, or autonomous decision-making. Responsibility for clinical and operational decisions remains with the customer.