

Insource Limited

Patient Pathway Plus Cancer (PP+)

Cancer Pathway Management Solution

G-Cloud 15

Service Definition Document





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Value Statement

For NHS cancer services needing to meet CWT targets and improve patient flow:

PP+ CPM provides real-time visibility of every cancer pathway, automates breach alerts, and streamlines statutory reporting. It unifies data across systems, highlights next actions, and reduces delays—helping trusts deliver faster treatment, maintain compliance, and achieve elective recovery goals.

Social Value Statement

Health & wellbeing: Shorter waits and fewer breaches improve patient experience and reduce anxiety across cancer pathways.

Equal opportunity: Configurable rules help identify and address unwarranted variation and inequalities in access and outcomes.

Local skills & jobs: NHS-hosted training and “train-the-trainer” models upskill cancer trackers and service managers.

Environmental stewardship: Remote implementation options and reduced manual reporting lower travel and energy impacts.

Measurement & reporting: We will work with you to track social value outcomes (e.g., time saved, breach reductions, training delivered)

Service Definition

Revolutionise cancer pathway management from report-driven to data-led.

We revolutionise cancer pathway management from being retrospective report-driven to data-led care management. Patient Pathway Plus (PP+) Cancer Tracking puts the patient at the heart of cancer care process. Supporting hub and spoke implementations across a wide geography, PP+ Cancer provides full event tracking, breach analysis, accurate waiting times reporting and, daily data for service improvement to ensure dedicated frontline teams can see the full cancer pathways and provide the best quality of care immediately.

The underlying HDE technology ensures robust data quality management across all data sources feeding into the UDL. Data standards are applied consistently and the integration of new data items, is simplified as well as the management of derived variables if cancer standards or reporting requirements are changed.



The creation of the Unified Data Layer (UDL) provides close to real-time data, serving as the single source of truth for all cancer intelligence, thereby empowering more accurate and timely decision-making

By using the Power BI Plug-in users can instantly turn high-quality, unified data into interactive dashboards and visual reports.

PP+ Cancer Tracking – Pro-active service-led platform

- Full operational tool for remote cancer teams
- Local visibility of cancer pathways for active pathway management
- Dynamic tracking and escalation ensuring that next steps on the patient pathway are visible
- Full patient event tracking data to pinpoint issues, spot bottlenecks, breaches, and long waits
- Automated statutory waiting times reporting
- Centralised operational data for evidenced service improvements
- Collaborative data-led cancer pathway management

PP+CPM provides a comprehensive operational tool by providing full visibility to the cancer team, to actively manage cancer pathways with features including dynamic tracking and escalation, visibility of next steps and time elapsed between key events and insights regarding patient status, missed events, bottlenecks, breaches and long waits. Additionally it can support MDT meetings, clinician specific configured worklists and automated alerts helping to secure better outcomes and improved operational efficiency.

Full operational tool for remote cancer teams

Patient Pathway Plus Cancer provides powerful data consolidation of patient status, treatments, timescales, locations and missed events to enable pro-active interventions for timely and more effective cancer care.

Visualisation of pathways for informed decisions

Full visualisation of patient pathways for informed, local decision-making and integrated care across a geography reduces duplication of effort and ensures complete data at the point of care for better patient outcomes.

Centralised event tracking to pinpoint issues

With a daily, consolidated data, centralised cancer centres can now identify bottlenecks in diagnostic services, clinics, manpower, etc., and deploy countermeasures to speed interventions and avoid long term harm.

Automated waiting times reporting

PP+ consolidates admin, diagnostic and treatment data from EPR, pathology and radiology systems... and tracks people through their care. It automates all waiting times reporting and saves hundreds of hours in manual and ad hoc reporting.



Evidenced data for service improvement

PP+ delivers a digital capability for detailed operational management that enables evidenced service improvement. Highlighting bottlenecks, for example, or delays between events in pathways, are critical for performance planning.

Full data-led cancer pathway management

Covering all cancer types the solution turns what has historically been a retrospective, centralised reporting process into a pro-active service-led platform that helps operational and clinical staff across a geography work more collaboratively.

Features

- Automated and standardised data from multiple, disparate sources in near real time even across organisations and Health Board and organisations
- Future proof platform that is extendable, adaptable and maintainable
- Fully auditable, robust, secure data management with full data lineage
- Real time pathway tracking and monitoring to all teams engaged in cancer performance:
 - Highly configurable to meet requirements of individual Boards processes
 - Standardised reporting templates and colour-coded performance updates provide clear visibility to stakeholders at all levels.
 - Innovative and proactive visualisation of the cancer pathway journey for all tumour types
 - Configurable worklists and automatic alerts for exceptions or patients at risk of breaching waiting times targets
 - Role Specific access allows configuration for different user roles
 - Dynamic tracking and escalation
 - Provides visibility of next steps, time elapsed between key events
 - Insights regarding patient status, resources and missed events
 - Effective Breach Analysis Reports
- Automated enhanced reporting and analytics including
 - Automated and standardised statutory returns and local reporting capability
 - Consistent patient management and reporting across multiple teams
 - The ability to share reports with other Health Boards
- MDT Meeting Support



- Configured Worklists to alert where pathways are not being optimally managed

Benefits

- Unified data in one single trusted source, for multiple purposes and ensuring consistency across systems
- Standardisation of data for collaboration and improved communication across the wider healthcare economy
- Improvements in compliance with cancer waiting times standards through automated standardised reporting
- The ability to share reports locally, regionally and nationally
- Improvements in operations management, patient care and communication
- Proactive management of all Cancer pathways with visibility of patient status, next steps, bottlenecks, and variance from optimal patient pathways
- Improved Data Management and Data Quality and reduction in manual processing
- Improves both Patient and staff experience
- Delivers proven efficiencies, savings and improvement in cancer patient management
- Greater self-sufficiency in reporting for cancer performance teams reducing reliance on analytical support

About Insource Limited

Founded in 1999, Insource delivers operational and data management solutions to both NHS and private UK healthcare providers and addresses the data unification and data accessibility challenges facing providers globally. With over 20 years' expertise we currently work with most national NHS government bodies and over 60 NHS Trusts and Health Boards assisting with their data management, planning, and reporting challenges.

Strategically our UDL (Unified Data Layer), the result of many years' R&D, forms the foundation for trust-wide data management, Integrated Care System (ICS) insight and control, and partner applications development. Our core Health Data Enterprise (HDE) data management platform, which creates our application-independent UDL, brings data together from disparate systems to provide unified, standardised, single version of the truth for frontline intelligence and effective care delivery and reporting.



We believe that all operational healthcare data should be accessible, unified and useable at local, system and national level. With challenging targets, managers need to recover services quickly, but unfortunately, NHS teams are constantly on the back foot because of incomplete, unreliable, and out-of-date information. We aim to give NHS managers the accurate, near real-time data they need to turn things around. Our powerful data management platform unifies, standardises, and makes accessible operational data from across the service. It creates a single version of the truth, despite the disparate data formats, legacy infrastructure and changing system-wide architecture.

Our applications harness the power of this unified data to extract intelligence, and help you to make confident decisions, and streamline operational processes that improve healthcare delivery for the very best patient care.

Insource have an extensive suite of solutions that cover Data Management, Elective/Non-Elective/Cancer pathway management, Capacity and demand planning and scheduling and RTT and Cancer e-Learning.

Onboarding and Offboarding Support

Insource has been working in the UK for over 20 years, with over 60 NHS and other healthcare providers as customers throughout the UK. We have a vastly experienced UK team with decades of combined industry experience supporting customer solutions delivering care at hundreds of healthcare organisations. We combine our experience with a standard delivery approach, our best practice ITIL aligned project delivery methodology called The ISDM Methodology (Insource System Deployment and Maintenance) which is a combination of PRINCE2 processes, controls and governance with an Agile approach to Design, Configure and Deploy.

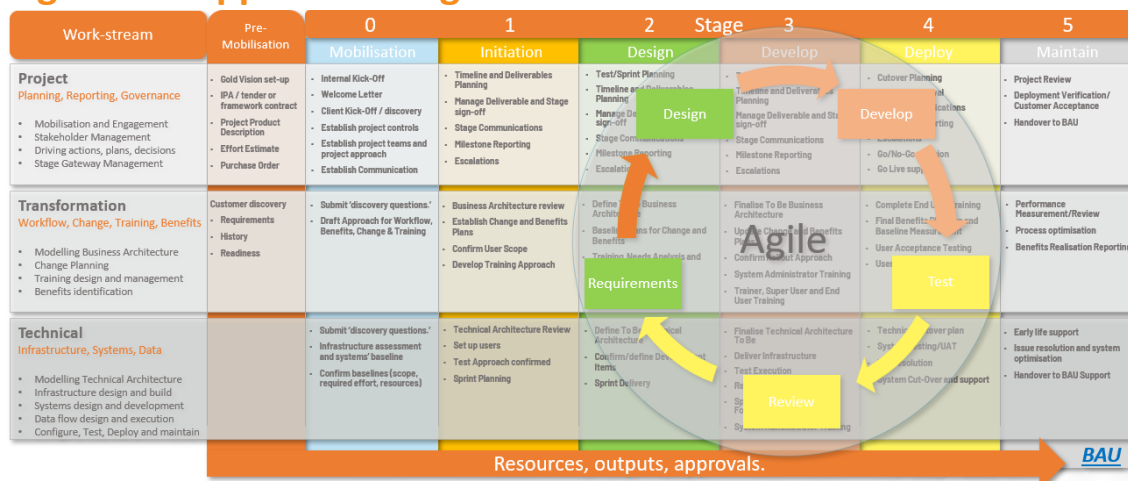
Implementation Approach

Due to the variable nature of customer projects, we do not provide a standard fee for implementation services, and therefore implementation costs are not included within the pricing document. An initial discovery phase or Scoping Exercise will be carried out to obtain information relating to customer requirements. Information obtained during this phase will be used to agree and price all variable components.

The Insource ISDM methodology supports a standardised approach to the delivery of projects with standard process, tasks, artefacts, resource roles, dependencies, and risks across each stage of the product lifecycle defined by the complexity of the project. The approach includes defined phases, tasks and resources to undertake appropriate design and delivery either in a traditional 'waterfall' approach or through an interactive or agile approach.



High Level Approach: Stages



Training

Training is included as an optional component of the deployment services costs and will be scoped and agreed as part of the Planning and Design phase of the agreed programme or project. Insource works in partnership with its customers and can offer a range of training and materials to facilitate rapid adoption of the solution. All of Insource solutions are designed to be easy for staff to learn and use, supporting rapid uptake with minimal training.

Training is offered through:

- Logistix Portal - online resources providing detailed documentation including Wiki and knowledge base, product downloads, customer forum and query help line for support.
- Instructor-led - face to face training with an experienced Insource trainer often at the customer site.
- Webinar - instructor-led training with the convenience of a virtual learning environment.

A 'Train the Trainer' approach is often recommended, whereby Insource provide the local team with the knowledge and skills necessary to establish an ongoing end user program independent of Insource resources.



Offboarding

Insource understands the importance of developing a contract exit strategy and plan, and as such, will work with the customer to develop an appropriate exit plan if one is required.

Support Service

Insource provides an industry-standard, ITIL-aligned support service that can be tailored to meet client needs. Our support services include four service levels, operating Monday to Friday, 09:00–17:00, excluding UK public and bank holidays, unless extended or out-of-hours support is specifically requested and agreed.

Standard Support

This level of support is designed for organisations with strong in-house capability to manage their Insource Data Management solution. Pre-requisites: At least two trained client users (HDE – Development & Management) or a minimum of two years live service with at least one year of internal support. Includes: Reactive support via online portal (FogBugz), advice, guidance and troubleshooting, diagnosis of build failures, fix and workaround guidance, notifications of required upgrades and new releases, and SLAs as per Standard Support. Provided on a fixed annual price, reactive support only.

Enhanced Standard Support

Includes all Standard Support services, plus pre-purchased Time & Materials for additional support activities. Includes: All Standard Support features, flexible call-off consultancy time, scheduled work at standard day rate, and urgent unscheduled requests at a premium rate. Ideal for organisations needing occasional expert input.

Standard Support Plus

Designed for organisations confident in day-to-day operation but requiring regular expert involvement. Includes: All Standard Support services, application administration (users, groups, organisations, workflows, lists), two scheduled configuration audits per year, managed upgrades across test and production environments, and remedial fixes following upgrades. Provided on a fixed annual price, combining reactive and proactive support.

Data as a Service (DaaS)

A fully managed service providing end-to-end operational management of the Insource data platform, designed for organisations that do not wish to manage the platform internally. Includes: Proactive monitoring of data, builds and



performance, proactive maintenance and version upgrades, reactive fault resolution and user support, configuration, change management and enhancements, and support for new projects and service expansion. Ensures continuous availability, performance optimisation and data integrity.

Service Levels

Insourc shall prioritise all support requests based on its reasonable assessment of the severity level of the problem reported according to the following table:

		Impact		
		High	Medium	Low
Urgency	High	1. Critical	2. Urgent	3. Routine
	Medium	2. Urgent	3. Routine	3. Routine
	Low	3. Routine	3. Routine	3. Routine

And respond to all support requests in accordance with the responses and response times specified in the table set out below:

Standard, Standard Support Plus and Enhanced Support



Severity level of Fault	Definition	Support Response Time	Target Resolution Time (business day)
1	Business Critical Failure: An error in, or failure of, the Insource Software or Products that: (a) materially impacts the operations of the Client's business or marketability of its service or product; (b) prevents necessary work from being done; or (c) disables major functions of the Insource Software or Products from being performed.	1 hour	1 day
2	System Defect with Workaround: (a) a critical error in the Insource Software or Products for which a work-around exists; or (b) a non-critical error in the Insource Software or Products that affects the operations of the Client's business or marketability of its service or product.	4 hours	2 days
3	Minor Error: An isolated or minor error in the Insource Software or Products that: (a) does not significantly affect Platform's functionality; (b) may disable only certain non-essential functions; or (c) does not materially impact the Client's business performance.	1 day	5 days

Data as a Service (DaaS)

Priority Level	Description	Support Response Time	Resolution Time (business day)
Priority 1 (P1): CRITICAL	• Lack of availability of an updated UDL ¹ • Inaccessible UDL	1 hour	1 day

¹ The fix time for “the lack of availability of an updated UDL” refers to the time taken to resolve the issues attributable to the Software Products and does not include issues which are attributable to the underlying Infrastructure. Also, does not guarantee an updated UDL within the fix period, the supplier will make best reasonable endeavors to make an updated UDL available within the SLA time period, otherwise the UDL will be updated within the next build cycle.



Priority Level	Description	Support Response Time	Resolution Time (business day)
Priority 2 (P2): URGENT	• Severe degradation in system performance affecting all users due to the failure of the Software Products • Connectivity available, but applications not functioning as expected i.e. HDE services. • Data integrity is compromised. i.e., partial data presented, or data is not refreshed as per agreed schedule • Data loading mechanism reports a failure • Custom business rules incorrectly defined • Logical data processing error	4 hour	2 days
Priority 3 (P3): ROUTINE	• Local to national coding mapping incident • Notification of Software Products updates • Requests for updates in user, group workflow and business unit changes • Request for an estimate of Software Product configuration change • Delivery of a two-day Software Product configuration change	1 day	5 days
Priority 4 (P4): SERVICE REQUEST	• Requests for Software Product updates • Requests for additional training • Requests for additional consultancy or new project • Requests for advice on local configuration • Delivery of a Software product configuration change which will require more than a two-day configuration as specified in the request for an estimate • Incidents/problems caused by items/reasons not supported by the Supplier under the terms of this Contract, including (but not limited to) third party software, network, infrastructure, Authority supplied hardware, etc.	3 days	Variable on reason for request 1 week to 2 months
Priority 5 (P5): PLANNING	• Planning Sessions	5 days	No fixed Resolution time. Arranged



Priority Level	Description	Support Response Time	Resolution Time (business day)
			as available.

Commercial Approach

At Insource we recognise that all customers have different requirements, we work in partnership to ensure that we agree on a solution that meets your individual needs. Therefore, due to the variable nature of customer projects, an initial scoping exercise will be completed to obtain information relating to specific customer requirements. Information obtained during this phase will be used to agree and price all variable and optional components.

Ordering and Invoicing Process

The scope of deliverables will be agreed between the customer and Insource in accordance with specific customer requirements and detailed in the Order Form.

Insource will invoice the customer in accordance with agreed Milestones as per the contract. Payment of invoices will be subject to payment terms as detailed in the contract.

Payment terms

Insources standard payment terms are thirty (30) days from receipt of invoice or as per the terms in the contract.

Contract Termination

Contract termination is offered in accordance with standard terms and process detailed within the contract.

Technical Requirements

The technical requirements of the service will vary depending on the modules taken within the Insource solution and the scope of the individual customer project.

Patient Pathway Plus can be installed on new or existing server hardware. It can be implemented in any of the following configurations.



- Dedicated server
- Shared server
- Virtual Environment

The following server specifications will provide a typical acute trust or Health Board using Patient Pathway Plus with sufficient storage and processing capability when installed on a dedicated environment. These server specifications are available as a physical server or as a virtual image within virtual server environment.

Only one instance of Patient Pathway Plus is supported per server (whatever the configuration). Multiple instances on the same server are not possible.

The following recommended configurations are subject to initial investigation and are provided for guidance purposes only. Greater data volumes may require a higher specification infrastructure.

Physical Server

Component	Spec	Details
CPU	Quad Core Xeon Processors	
RAM	16GB RAM	
	3 x 600gb Hard Disk Drives configured with RAID 5 stripping	
	Partitioning Details	Drive 1 - Operating System 150 GB Drive 2 - Database Files (*.mdf) 0.5 TB Drive 3 - Database Logs (*.ldf) 0.5 TB Drive 4 - Temp DB/Master 0.5 TB

Virtual Server Image Specification

Component	Specification
CPU	1CPUs, 8 Total Cores
RAM	16GB RAM
Datastore	1.6TB, 4 logical drives; OS 150GB, 500GB each for Data, Logs, TempDB

Note that the size of the disk is dependent on the volume of source data included. During processing, the application may require up to 5 times the storage space of the imported data to cater for environments, transformations, cube production and all the other sophisticated data processing elements of Patient Pathway Plus.



Software

The following software needs to be installed and configured on the server to support the Data Academy® components of Patient Pathway Plus:

- Microsoft Windows Server 2019 or better
- Microsoft SQL Server 2016 64-bit (latest service pack) or SQL Server 2017/2019, Standard edition or better (All modules installed).
- Microsoft Internet Information Services (IIS) 6 (or later)
- Database Mail (included in SQL Server setup) – Required for email notifications only
- Microsoft .NET 4

Please note that the system requirements given above are the minimum requirements for our products and for Microsoft SQL Server. Your overall requirements may be greater depending on the software installed.