

PRICING**Standard Pricing**

All prices exclude VAT.

Package	Setup Fee (per organisation)	Annual Licence (per patient)
National Content	£619	15p
LCS Enterprise	£1119	15p
Public Health	£619	7.5p
Patient	£619	15p

Special Services Pricing

Service Type	Setup Fee (per hub)	Annual Licence (per hub)
PCN Hubs	£494	£1244

Messaging Costs

Ardens uses NHS Notify to send messages to patients, including SMS, NHS App messages and emails.

Licence fees exclude NHS Notify SMS message costs, which are charged separately on a usage basis.

- Messages sent via the NHS App or email using NHS Notify are free of charge and are not billed by Ardens
- NHS Notify SMS costs are passed on at cost plus an administrative charge to cover billing, reconciliation and support
- Charges are calculated per SMS message (or message fragment where applicable), in line with NHS Notify pricing
- Actual costs vary depending on message volume and content

DISCOUNTS

Ardens may apply commercial discounts to the published G-Cloud pricing at the point of call-off. Discounts may be applied to reflect factors such as:

- contract length
- scale of deployment or population size
- group or multi-organisation purchases
- alignment with Ardens' standard commercial pricing

Any discounted pricing will be confirmed in writing as part of the order form or call-off contract. Discounts are discretionary, may vary by customer and procurement, and are not automatically applied.

Where discounts are applied, the agreed call-off pricing will take precedence over the published G-Cloud list price for the duration of the contract.

NOTES & DEFINITIONS

- Per-patient charges are based on the latest NHS Digital list size at all points of invoicing.
- Setup fees cover administrative onboarding and initial training.
- Ongoing training is provided as part of the annual licence fee.
- Annual licence fees cover product development, updates, maintenance, and support.
- Pricing applies to organisations using EMIS Web or SystemOne

INCLUDED FEATURES

Core Platform Features (included with all packages)

- Unlimited user accounts
- Automatic daily data uploads
- Compatibility with EMIS Web and SystemOne
- Ongoing product development and updates
- Maintenance and support

National Content Package

Pre-configured dashboards covering nationally commissioned and contractual requirements, including:

- CQC

- Appointments
- Long-term Conditions
- Prescribing
- Vaccinations
- QOF, NC DES, SMI and other National Content

LCS Enterprise

- Customised dashboards aligned to local priorities
- Customised incentive payment tracking
- Custom targets and indicators

Public Health Packages

- Public Health dashboards including LARC, Smoking Cessation, Sexual Health, NHS Health Checks
- Customised incentive payment tracking
- Custom targets and indicators

Patient Package

The Patient Module provides digital tools to support patient communication, access and demand management, including:

- Appointment Booking
- Digital Questionnaires
- Automated Recall
- Online Triage
- Communication reporting across SMS, NHS App and email channels

Training & Enablement (included with all packages)

- Initial onboarding and configuration
- Ongoing training included within the annual licence
- Bespoke training available subject to agreement