

# Maldaba Annual Health Checks by Hear Me Now Service

## Definition Document

### What is Annual Health Checks by Hear Me Now?

Annual Health Checks is a digital system designed to support primary care staff in delivering high-quality Annual Health Checks (AHCs) for people with a learning disability. It has been co-designed with clinicians, people with a learning disability, and carers to ensure the process is consistent, accessible, and genuinely supportive of better health outcomes.

The service provides an end-to-end digital workflow for the entire Annual Health Check process—from pre-appointment preparation to the creation and sharing of Health Action Plans (HAPs).

### What Hear Me Now Health Checks Enables — and Why It Matters

Annual Health Checks provides a complete digital workflow that supports both primary care teams and people with a learning disability throughout the Annual Health Check (AHC) process. The platform delivers clear benefits that improve quality, accessibility, and outcomes.

- Manage the entire AHC process in one place, using a structured dashboard that improves oversight and ensures no patient is missed.
- Follow a consistent, high-quality Standard Operating Procedure, helping practices deliver AHCs in a reliable and person-centred way, fully integrated with EPRs to avoid duplication.
- Share accessible digital pre-appointment questionnaires, including read-aloud features that support understanding and independence.
- Use a streamlined appointment template that is pre-populated with patient data and questionnaire responses, reducing admin time and improving accuracy.
- Create and share Health Action Plans digitally, ensuring patients and carers receive clear, actionable next steps with goals which can be tracked throughout the year.
- Patients and carers can share photos and videos to support communication, goal-setting, and personalised care.

### Why it matters:

These staff-focused capabilities cut administrative burden, improve consistency across practices, enhance data quality, and free up clinicians to focus on meaningful conversations rather than manual processes.

Patient/carer features make health checks more inclusive, empowering, and engaging. They help people understand their health, stay involved in their care, and maintain progress over time.

### Impacts For the Wider System

- Improved health outcomes through earlier identification of issues and better ongoing management.
- More person-centred care thanks to co-design with people with a learning disability and their carers.
- Greater consistency and quality across primary care teams delivering AHCs.

## Business Continuity and Disaster Recovery

We provide comprehensive Business Continuity and Disaster Recovery plans to our customers. These plans include how we will respond to serious incidents and who the main contact points are within the organisations.

## Security

Maldaba staff are BPSS checked. Maldaba are Cyber Essentials Plus certified, and Data Security and Protection Toolkit (DSPT) Standards Exceeded.

Our server provider Hyve holds ISO 27001 and ISO 9001 certification. Our data centre is separately ISO 27001 certified also.

## Onboarding

Once you have signed up, we will run engagement sessions with your staff to raise awareness of the solution. You will create a small operational team to work with us to facilitate onboarding and uptake (and usage).

Following the session, we will provide you with as many training and refresher sessions as required for your staff to become comfortable using Annual Health Checks. We then provide regular keep in touch meetings to support staff with changing their behaviour to use the new digital system.

## Training

We will train as many of your staff as needed. We will work with you to identify champions to support colleagues with uptake. Training includes:

- Workflow management dashboards
- Sending appointment requests, reminders and pre-AHC questionnaires
- Setting up companion users
- Appointment template usage and EPR sharing
- Creating and sharing Health Action Plans

With online training sessions we normally ask for a maximum group size of 6 and in terms of those attending the training, we recommend this be the people who will perform the role of administrator for the system and those who will be implementing the solution within the organisation.

## Updates to Annual Health Checks by Hear Me Now

We perform regular updates to the Annual Health Checks system. These updates take place as required. If a customer has a valid requirement for a system change/enhancement, we are happy to capture and consider this. Change requests are managed by the team and are considered based on the needs of all of our users.

## Customer Support

Customer support is available Mon-Fri 9am – 5pm by email.

## Offboarding

When a customer's contract ends, we provide access to that customer's data as requested for a period agreed with the customer.