



## Service Definition: Patchwork Practicing Privileges Management System

### 1. Service Overview

The Patchwork Practicing Privileges Management System is a cloud-native, automated digital governance platform designed specifically for private healthcare providers and NHS trusts. It streamlines the granting and monitoring of clinical practice rights, ensuring that all clinicians meet essential regulatory, professional, and safety standards in real-time. By replacing manual, email-heavy processes with a centralized digital "source of truth," the system enhances patient safety and significantly reduces administrative overhead.

### 2. Service Features

- **Real-Time Regulatory Integration:** Live links to **GMC Fitness to Practise (FtP)** status and **ICO data protection** registrations.
- **Automated Safeguarding:** Integrated subscription to **DBS** for automated criminal record monitoring and ongoing assurance.
- **Centralised Clinician Dashboards:** Multi-site visibility of credentials, allowing data to update across all connected organizations simultaneously.
- **Secure Data Sharing:** Clinicians share sensitive documents directly within the platform, eliminating the risks associated with email attachments.
- **Automated Compliance Tracking:** Real-time tracking of **Medical Indemnity certificates** and **Medical Information Practice Transfer (MPIT)** forms.
- **Appraisal Synchronisation:** Automatic updates to appraisal information, linking clinical performance directly to practicing rights.
- **Credential Coordination:** Centralised digital collection of '**Letters of Good Standing**' from other private healthcare providers.
- **Proactive Governance:** Automated email reminders and a traffic-light dashboard to identify non-compliant clinicians at a glance.

### 3. Service Benefits

- **Enhanced Patient Safety:** Protects patients by ensuring only fully vetted and insured clinicians are permitted to practice.
- **Reduced Administrative Burden:** Automates the collection and verification of regulatory data, freeing up governance teams for high-value tasks.
- **Continuous Compliance:** Moves away from "point-in-time" checks to real-time monitoring of CQC, GMC, and DBS standards.



- **Improved Clinician Experience:** Simplifies the onboarding and re-credentialing process for doctors through a user-friendly digital interface.
- **Multi-Site Efficiency:** Eliminates duplicate work by allowing clinician data to flow seamlessly between different sites within a group.
- **Audit Readiness:** Provides a complete, transparent, and digital audit trail for CQC inspections and internal governance reviews.

#### 4. Implementation and Onboarding

Patchwork follows a proven implementation methodology led by clinical and technical experts:

- **Discovery & Scoping:** Mapping existing governance workflows and data structures.
- **Data Migration:** Secure migration of existing clinician records and documents into the Patchwork environment.
- **Configuration:** Tailoring dashboards and automated alerts to meet specific organizational requirements.
- **Training:** Comprehensive "Train the Trainer" sessions and digital user guides for both administrators and clinicians.

#### 5. Support and Service Levels

- **Support Hours:** Standard support is available Monday to Friday, 09:00–17:00, with extended support options for critical issues.
- **Account Management:** Dedicated Customer Success Manager to ensure ongoing value and system optimization.
- **Service Levels:** We target a **99.9% uptime** SLA, backed by a robust, resilient cloud infrastructure.

#### 6. Security and Compliance

- **Data Hosting:** Secure UK-based hosting (AWS) in compliance with NHS Data Security and Protection Toolkit (DSPT) standards.
- **Certifications:** Patchwork is **ISO 27001 certified** and **Cyber Essentials Plus** accredited.
- **Privacy:** Fully GDPR compliant with encrypted data-at-rest and data-in-transit.

#### 7. Offboarding and Data Extraction

At the end of the contract, Patchwork ensures a smooth transition:

- **Data Extraction:** Users can export all clinician data and documents in standard formats (e.g., CSV, PDF).
- **Data Deletion:** Following successful extraction, all customer data is purged from Patchwork servers in line with our data retention policy.

