

SERVICE DEFINITION DOCUMENT

SECURE PATIENT DIGITAL PLATFORM



Secure Patient Digital Platform



Crown
Commercial
Service
Supplier



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SECURE PATIENT DIGITAL PLATFORM



Secure Digital Patient Platform is an ISO 27001-certified managed digital platform designed for secure healthcare environments, including high, medium and low secure mental health services.

The platform combines a locked-down operating environment with central device management to deliver controlled internet access, digital possessions management, and approved patient services.

The service is centrally managed, UK-hosted, and configurable to clinical, security, and policy requirements, supporting safe patient engagement while maintaining strict oversight and compliance.



Secure Patient
Digital Platform

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SERVICE FEATURES

- Secure, locked-down digital operating environment for patient devices
- Centralised mobile device management and policy enforcement
- Controlled internet access with allow-listing and filtering
- Digital possessions and property management functionality
- Role-based access for patients, staff, and administrators
- Centrally managed applications and content
- Real-time device monitoring and compliance reporting
- Web-based and application-based administrative access
- UK-hosted infrastructure ensuring data sovereignty
- Integration with approved secure healthcare systems



SERVICE BENEFITS

- Deliver safe digital access within secure mental health environments
- Reduce staff workload managing patient devices and access
- Improve oversight of patient digital activity and compliance
- Support patient engagement through approved digital services
- Reduce operational risk through enforced device restrictions
- Enable consistent policy application across wards and sites
- Simplify onboarding and off-boarding of patient digital access
- Support regulatory inspection and assurance requirements
- Reduce reliance on paper-based and manual processes
- Improve operational efficiency through centralised management



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STANDARDS AND ACCREDITATIONS

ISO 27001 CERTIFIED

Made Purple Systems and processes have been audited by a UKAS approved certification body and we were awarded our ISO27001 certification in July 2020.

PCI CERTIFICATION

All payments collected online are collected within a PCI compliant environment, using a third-party provider such as Stripe or SagePay to process payments on our behalf. No Payment data will be visible by our systems or be stored in any way.

PENETRATION TESTING

Systems are tested regularly, including independent third-party testing where required.

CYBER ESSENTIALS PLUS

We are pleased to confirm that our systems fully comply with the Cyber Essentials Plus certification scheme and our certificate is available upon request.



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SUPPORT AND DOCUMENTATION

Made Purple provide dedicated support managers to assist with your everyday use of any service that we provide. We take pride in assisting our customers and service users in getting the most value from any of our services.

ON-BOARDING

On-boarding is provided as part of the service and includes guided setup, configuration of security and policy controls, and administrator training.

TERMINATION

Upon contract termination, users retain access to data for which they are the data controller for a defined exit period, agreed with the buyer.

Following this period, all customer data is securely deleted from the service in line with agreed retention and disposal policies.

PRICING

Pricing for this service is outlined in the associated pricing document.

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SOCIAL VALUES

FIGHTING CLIMATE CHANGE

Made Purple is committed to reducing environmental impact through the use of efficient, cloud-based technologies and digital service delivery. By enabling secure digital alternatives to physical processes, our services support reduced travel, lower resource consumption and more sustainable public sector operations. Our infrastructure is hosted within UK data centres that prioritise energy efficiency.

COVID-19 RECOVERY

Made Purple supports organisational resilience through flexible, secure digital services that enable continuity of operations during periods of disruption. We operate flexible working practices for our staff and design our services to support remote access, service continuity and workforce wellbeing across the public sector.

TACKLING ECONOMIC INEQUALITY

Made Purple is committed to improving digital inclusion by delivering accessible, scalable technology solutions within the public sector. Our services are designed to reduce barriers to access, support fair participation and provide cost-effective digital alternatives that help organisations better serve diverse and disadvantaged communities.

Contact us - hello@madepurple.com

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SOCIAL VALUES CONTINUED

EQUAL OPPORTUNITY

Made Purple is an equal opportunities employer and is committed to inclusive employment practices. We value diversity and ensure that recruitment, development and progression are based on ability, attitude and commitment without discrimination.

WELLBEING

Made Purple places wellbeing at the centre of its service delivery and employment practices. We design user-friendly digital services that reduce administrative burden and operational stress, while promoting positive user experiences. We also support staff wellbeing through flexible working arrangements and wellbeing-focused internal initiatives.

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Customers include public sector and secure-estate organisations



HM Prison &
Probation Service



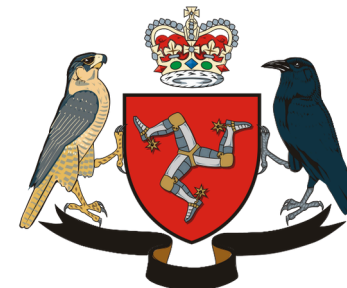
Ministry
of Justice



States of
Guernsey



States
of Jersey



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