Secondary care

accurx

Secondary care Pricing Document for G-Cloud 15

Accurx: the integrated care communications platform



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About us

Accurx is on a mission to make patients healthier and healthcare professionals happier through seamless communication. We empower healthcare professionals across different settings to work better together as teams and support their patients' needs. Through a single, user-friendly platform, we help everyone involved in a patient's care to communicate and collaborate quickly and easily, unlocking time and reducing system costs.

With our intuitive software, healthcare staff can have two-way conversations, share guidance, send structured medical questionnaires and invite patients to book appointments. Our platform can also be used to hold consultations, manage patient inbound, share and access patient records, and communicate with others involved in a patient's care. With the Accurx Scribe, ambient voice technology module, clinicians can capture consultations in real-time, maintain patient focus during the appointment / assessment, and instantly create detailed clinical notes and documents for onward communication. All of this supports a host of improvements to patient care, and the productivity of providers delivering it.

Each week, nearly 180,000 healthcare professionals use Accurx to communicate with patients about their care. We support all communication channels including SMS, email and integration with the NHS App. Because of our adoption across the healthcare system and use of these multiple channels, healthcare professionals have used the platform to reach up to 60 million individual patients across the NHS. With message volumes that have peaked at 2 million a day, Accurx has become the biggest originator of messages into the NHS App. The impact of the platform and the way staff use it deliver significant productivity gains and patient experience improvements.



Secondary, mental health and community care pricing

Secondary, mental health and community care overview

Accurx enables healthcare teams in acute, community and mental health organisations to unlock efficiencies throughout the entire patient pathway. We enable productivity gains in trust care pathways through simple technology that breaks down the barriers to providing care quickly and efficiently.

We're providing simple, easy-to-use tech that helps you to:

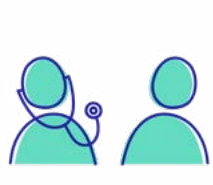
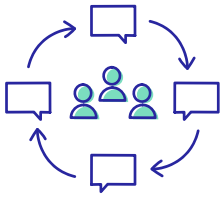
- message patients quickly and easily
- capture consultations in real-time and instantly create clinical notes and letters
- collect structured data from patients
- view and resolve inbound from patients, as a team
- collaborate with other clinicians involved in the patient's care

Secondary, mental health and community care modules

Accurx for acute, mental health trust and community trusts / organisations in secondary care has the following modules available.

Module name	Functionality included
 **Two-way patient messaging**	• Unlimited patient messaging • Request a text or photo response • Send a digital document, link or letter • Schedule a message to be sent at a later date • Option to create templates for speed and consistency
 **Two-way clinician messaging**	Utilise Accurx Accumail and Message GP functionality to: • Contact a patient's GP practice in one click • Removes the need to search for practice details and make time-consuming phone calls • Use for referrals, discharge letters, medication changes, advice and guidance, to request follow-up actions etc. • Respond to inbound messages from GPs

 **Batch messaging**	• Send messages and questionnaires in groups / batch • Invite a batch of patients to self-book appointments
 **Appointment reminders**	• Configure automated appointment reminders
 **Questionnaires**	• Send a broad range of clinically validated structured questionnaires to patients, individually or in batches • Create custom questionnaires and share across teams
 **Video consultation**	• Unlimited Video consultations with individual patients or groups, with option to add multiple participants (e.g. interpreter) • Use for MDTs
 **Appointment self-book**	• Invite individual patients to self-book appointments

 **Patient Triage - secondary care**	• Configure digital patient initiated follow up pathways where patients can initiate a medical or admin request as and when needed • Team can triage, assign and resolve needs remotely • Configure self-referral pathways • Replace telephone helplines with digital request system
 **Record view**	• Instant read-only access to a patient's GP record for 24 hours • Includes current and past medical conditions, medications, allergies, test results and more
 **Cohort and neighbourhood management**	• Live, shared caseload of patients • Cross-organisation messaging linked to each patient • Task assignment, deadlines and tracking for easy patient follow-up • Messages, questionnaires and booking links to a cohort of patients • Manage through a single interface
 **Accurx app**	• Users across secondary and primary care can access Accurx on the go through the app, which connects staff and patients. Patient messaging, Accurx Scribe, the Inbox and Message GP are all available through the app, as well as the comprehensive secondary care directory that helps connect staff in hospitals.

	It is the most widely adopted healthcare communication app in secondary care, where users have used its directory for years to connect more easily, and it is now being constantly upgraded with more of Accurx's messaging, inbox and consultation features.
 **Accurx Scribe**	• Accurx Scribe, powered by Tandem, transcribes audio from a patient contact (E.g. consultation) and supports digital dictation. Accurx Scribe uses AI to summarise them into structured form medical notes, and letters including any relevant coding • Clinicians can instantly modify notes and generate other documents, save these notes to the patient record and share documents with patients and other services • Accurx Scribe helps to cut admin time, improve patient and clinician experience during consultations and integrate care through enhanced patient data capture and sharing
 **Digital correspondence**	• Patient letters and correspondence produced in a digital format and delivered electronically.

Secondary, mental health and community care pricing options

Secondary, mental health and community care bundles

Selected modules have been grouped into two bundles that provide the key communication tools needed to engage with patients and healthcare professionals. These bundles support the analogue to digital transformation required for core healthcare communications and enable the improvement in the provision of patient care. The table below shows a summary of which modules are included with which of the bundles.

- **Accurx Communication:** core bundle of digital communications tools for patient and healthcare professionals, including batch messaging and questionnaire capabilities
- **Accurx Engage:** advanced digital communication bundle that adds video consultation and appointment reminders to the core communication bundle

Modules that are not included in the bundle can be added from the individual module options to provide further capabilities.

Module/bundle	Accurx Communication	Accurx Engage
Two-way patient messaging	✓	✓
Two-way clinician messaging	✓	✓
Record view	✓	✓
Accurx app	✓	✓
Batch messaging	✓	✓
Questionnaires	✓	✓
Video consultation	✗	✓
Appointment reminders	✗	✓
Digital correspondence	✗	✗
Appointment self-book	✗	✗

Bundle pricing for secondary, mental health and community care

Bundle pricing is based on a trust / organisation's total annual encounters (E.g. outpatient appointment volume). The pricing in the tables below should be multiplied by the trusts' total prior full year encounters to establish the total annual cost. There are tiers for each bundle so that, as the number of encounters increases, the unit price decreases.

Bundle example: Accurx Engage bundle option is selected and the trust has a total prior year annual outpatient appointments (encounters) volume of 750,000 and therefore falls into Tier 3 pricing.
Total annual cost for Accurx Engage bundle = £1.53 x 750,000 = £1,147,500 (excluding VAT and SMS/RCS costs).

	Tier 1	Tier 2	Tier 3	Tier 4
	Annual price per encounter based upon total year encounters (e.g. appointment)*^			
Bundle	**1-49,999**	**50,000 - 499,999**	**500,000 - 999,999**	**≥ 1,000,000**
Accurx Communication	£1.28	£1.12	£0.94	£0.74
Accurx Engage	£2.10	£1.83	£1.53	£1.11

* All prices exclude SMS costs & VAT

^ Annual fixed cost is calculated based upon prior period encounters (e.g. appointment) within the appropriate banding. No usage restrictions on any modules in the bundle. Annual price remains fixed regardless of usage or change in encounters.

Individual module pricing for secondary, mental health and community care

Module pricing is based on a trust / organisation's total annual encounters (E.g. outpatient appointment volume). The pricing in the tables below should be multiplied by the trusts' total prior full year encounters to establish the total annual cost. There are tiers for each module so that, as the number of encounters increases, the unit price decreases.

Module example: Questionnaires module is required and the trust has a total prior year annual outpatient appointments (encounters) volume of 600,000 and therefore falls into Tier 3 pricing (£0.48).
Total annual cost = £0.48 x 600,000 = £288,000 (excluding VAT and SMS / RCS costs). They also receive access to: two-way patient messaging, two-way clinician messaging, record view and Accurx app.

Module	Tier 1	Tier 2	Tier 3	Tier 4
	Annual price per encounter based upon total year encounters (e.g. appointment)*^			
	1-49,999	50,000 - 499,999	500,000 - 999,999	≥ 1,000,000
Batch messaging	£0.30	£0.24	£0.18	£0.12
Questionnaires	£0.60	£0.54	£0.48	£0.45
Video consultation	£0.60	£0.54	£0.45	£0.30
Appointment reminders	£0.30	£0.24	£0.18	£0.12

Digital correspondence	£1.20	£1.05	£0.90	£0.60
Appointment self-book	£1.20	£1.05	£0.90	£0.60

* All prices exclude SMS or RCS costs & VAT

^ With any selected module organisations also receive; two-way patient messaging, two-way clinician messaging, record view and Accurx app

Patient Triage

Pricing for Patient Triage - secondary care is based upon a price per Accurx workspace. A workspace is where users work together with their colleagues with shared relevant content and full visibility of conversations for their work within the Accurx platform. Typically a workspace will be required at speciality or department level.

The pricing in the tables below should be multiplied by the number of workspaces required to establish the total monthly cost.

E.g. 8 workspaces are required for 8 different specialities.
Therefore total monthly cost is 8 x £300 =£2,400.

Module	Monthly cost per workspace *
Patient Triage - secondary care	£300

* All prices exclude SMS or RCS costs & VAT

Cohort and Neighbourhood Management

Pricing for Cohort and Neighbourhood Management is based upon patients enrolled as part of a cohort and neighbourhood management programme on a monthly basis. The pricing in the table below should be multiplied by the number of patients enrolled for cohort and neighbourhood management in the prior month.

Example: 1,750 patients are enrolled for cohort and neighbourhood management in the month. Therefore the total monthly cost is 1,750 x £3.00 =£5,250.

Module	Monthly cost per enrolled patient*^
Cohort and neighbourhood management	£3.00

* All prices exclude SMS or RCS costs & VAT

^ Costs are billed retrospectively based upon prior period enrolled patients

Accurx Scribe

Accurx Scribe pricing is based upon an annual per user licence. The pricing in the table below should be multiplied by the trusts' total expected users for Accurx Scribe to establish the total annual cost. There are tiers for Accurx Scribe so that as the number of users increases, the unit price decreases.

Example: The trust wants to procure 2,000 user licences for Accurx Scribe. This falls into Tier 3 pricing, therefore the annual licence cost per user is £180. Total annual cost = 2,000 x £180 = £360,000.

Module	Tier 1	Tier 2	Tier 3
	Annual price per user *^%		
	1-99	100 - 999	≥ 1,000
Accurx Scribe	£420	£300	£180

* All prices exclude SMS or RCS costs & VAT

^ A user is any staff member who accesses and uses the product at least once in a calendar month

% Flash sale pricing beginning 1 November to 15 November 2026 (for original pricing, please refer to Appendix 1)

SMS and RCS costs

All pricing provided excludes costs associated with the SMS fragments or RCS messages sent by Service Recipients using the service. SMS or RCS fragments are only incurred when a message is sent as a text using the Accurx platform. Email or NHS App messages sent using the Accurx platform do not incur SMS or RCS costs.

- RCS (Rich Communication Services): An enhanced communication protocol intended to replace SMS, providing a richer, app-like experience including branding, read receipts and interactive elements.
  - Basic RCS messages: messages <160 characters in length with no rich content (being images, buttons, link previews etc.)
  - Single RCS messages: messages up to 3,072 characters in length. Can include rich content.
- SMS (Short Message Service): Standard text messaging.

SMS and RCS costs are outlined below and charged from the effective date.

SMS fragment cost *^	£0.0235 per fragment
RCS Basic fragment cost *^	£0.03 per fragment
RCS Single fragment cost *^	£0.06 per fragment

*All prices exclude VAT
^ Flash sale pricing beginning 1 November to 15 November 2026 (for original pricing, please refer to Appendix 1)

Further details

Where RCS capabilities have been enabled for the Service Recipient, the service will employ a “Primary-First” delivery logic:

• Primary Attempt: All messages will initially be attempted via the NHS App (where integrated), followed by the RCS gateway and then SMS.

• Secondary Fallback: If the RCS message fails to deliver (e.g. due to handset incompatibility or data connectivity issues), the system will automatically fallback to SMS. In these instances, SMS fragment costs will apply.

RCS availability is determined by Accurx on a customer-by-customer basis and cannot be self-enabled.

All other customers: all messages will initially be attempted via the NHS App (where integrated) followed by SMS only, with no RCS attempts made.

SMS and RCS costs are applicable for all fragments/messages sent via an Accurx SMS/RCS gateway. These costs remain payable for Service Recipients using a non-Accurx SMS/RCS gateway (e.g. ICB gateway) if that gateway was unable to successfully deliver the SMS fragment(s) or RCS messages and the Accurx’s SMS/RCS gateway is used as a backstop to ensure successful delivery.

Services included as standard in all contracts

Security, interoperability and integration

- NHS Login
- NHSmail
- PDS (NHS Spine)
- EPR integration: EMIS, SystmOne and Vision

Standard implementation, training and offboarding services

All contracts will receive standard implementation, training and support to enable their organisation to get immediate value out of the Accurx platform. All written training materials and online content, as well as a standard package of personalised implementation support is provided.

After-sales support

- Account and contract management
- User support and incident management
- Reporting and dashboards

Enhanced service offerings

See additional services and pricing section for further details on enhanced offerings available for secondary care.

Free trials / pilot

Accurx platform

Accurx will provide a free of charge three month pilot including transformation support for chargeable features in the Accurx platform, including; Patient Triage, questionnaires, batch messaging.

Accurx Scribe

Accurx will provide a free of charge three month pilot within a trust / organisation for up to three services and provision of up to 10 bespoke templates.

The pilot periods will include provision of software, onboarding support including 1-2-1 call and webinars for training users. Accurx helpdesk / user support Monday to Sunday.

Other independent health providers - on request only.

Additional services and pricing

Accurx provides some additional services to those detailed in the pricing sections for acute trusts, community and mental health organisations. These additional services and pricing are detailed in this section.

Integrations

Integrations with EMIS, SystmOne, and Vision are provided free of charge. Integrations with other EPRs, PAS and Active Directory systems (or any other bespoke integrations and/or iterations of existing integrations) will be chargeable at a rate of £1,500 per day once work required has been scoped.



Appendix 1

We are running a flash sale from 1 November to 15 November 2026 for pricing in secondary, mental health and community. Flash sale prices are outlined in the main document and show the current prices available to buyers.

Prices that apply outside of the sale period are outlined below.

Secondary, mental health and community care pricing options for Accurx Scribe

This table outlines the Accurx Scribe pricing for Secondary, mental health and community care outside of the flash sale period running from 1 November to 15 November 2026.

Module	Tier 1	Tier 2	Tier 3
	Annual price per user *^%		
	1-99	100 - 999	≥ 1,000
Accurx Scribe	£ 1,260	£900	£540

* All prices exclude SMS or RCS costs & VAT

^ A user is any staff member who accesses and uses the product at least once in a calendar month

SMS and RCS costs

This table outlines the pricing for SMS and RCS costs outside of the flash sale period running from 1 November to 15 November 2026.

SMS fragment cost *	£0.03 per fragment
RCS Basic fragment cost *	£0.03 per fragment
RCS Single fragment cost *	£0.06 per fragment

* All prices exclude VAT