Accurx Scribe

Powered by Tandem

Accurx Scribe Pricing Document for G-Cloud 15

Accurx Scribe: the integrated ambient voice technology solution for all NHS organisations



accurx

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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.



Accurx Scribe overview

Accurx Scribe is one of the modules available from the Accurx platform. The functionality provided across care settings and devices (mobile, desktop toolbar and web) is consistent thereby supporting healthcare professionals regardless of care setting and location.

Module name	Functionality included
 **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

Further details and pricing on the other modules available from Accurx can be found in one of our three other listings on G-Cloud 15.

Pricing

ICB / Health Board / General practice pricing options for Accurx Scribe

ICB / Health Board / General practice bundles

Our features have been grouped into three bundles that ensure practices, ICBs and health boards, can improve efficiencies - no matter their budgets.
The table below shows a summary of which features are included with which bundle. Accurx Scribe is **only** included in the Streamline bundle.

- **Streamline bundle:** s the GP's preferred, all-in-one toolkit for delivering Modern General Practice Access and ambient scribe

	Communication	Demand Management & Access	Streamline
Accurx app	✓	✓	✓
Two-way clinician messaging	✓	✓	✓
Record view	✓	✓	✓
Two-way patient messaging	✓	✓	✓
Batch messaging and appointment reminders	✓	✓	✓

Questionnaires	✓	✓	✓
Appointment self-book	✓	✓	✓
Patient Triage - online consultation	✗	✓	✓
Video consultation	✗	✓	✓
Accurx Scribe	✗	✗	✓

Accurx Scribe can be purchased individually or a part of a bundle to achieve a discount. The total cost for each module or bundle is based on patient list size (source: NHS Digital - patients registered at a GP practice). As the list size gets larger, the unit price decreases.

Module example: an ICB has a patient population list size of 400,000 and therefore falls into Tier 3 pricing. Total annual cost = £1.65 x 400,000 = £260,000 (excluding VAT and SMS / RCS costs).

Bundle example: Streamline bundle option is selected and ICB has a total patient population list size of 900,000 and therefore falls into Tier 4 pricing.
Total annual cost = £1.50 x 900,000 = £1.35m (excluding VAT and SMS / RCS costs).

Bundle pricing for ICB / Health Board / General practice

Bundle	Tier 1	Tier 2	Tier 3	Tier 4
	Annual price per patient by total patient population size*			
	1-14,999	15,000-89,999	90,000-799,999	≥ 800,000
Streamline bundle	£2.18	£1.88	£1.65	£1.50

* All prices exclude SMS or RCS costs & VAT

Individual module pricing for ICB / Health Board / General practice

Module	Tier 1	Tier 2	Tier 3	Tier 4
	Annual price per patient by total patient population size*			
	1-14,999	15,000-89,999	90,000-799,999	≥ 800,000
Accurx Scribe	£0.75	£0.71	£0.65	£0.60

* All prices exclude SMS or RCS costs & VAT

Services included as standard in all ICB / Health Board / General practice paid contracts

Security, interoperability and integration

- NHS App integration (for Patient Triage, Batch messaging and appointment reminders, and Appointment self book - if purchased in addition to Accurx Scribe)
- EPR integration: EMIS, SystmOne, and Vision
- NHS Login integration
- NHSmail integration

Standard implementation, training and offboarding services

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 of enhanced offerings available for general practice.

Free trials / pilot

Accurx will provide a free of charge three month pilot for Accurx Scribe for ICBs, Health Boards and practices.

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

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

Accurx Scribe pricing for acute, mental health and community care 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 £540. Total annual cost = 2,000 x £540 = £1.08m.

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

Services included as standard in all secondary, mental health and community care paid contracts

Security, interoperability and integration

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

Standard implementation, training and offboarding services

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 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.

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

All prices exclude VAT

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.

Additional services and pricing

Accurx provides some additional services to those detailed in the pricing sections for general practice, acute trusts, community and mental health organisations. These additional services and pricing are detailed in this section along with the care settings that they are applicable to.

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.

Implementation and transformation

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.
In addition to this, an enhanced implementation support package is available for ICBs and general practice contracts.

Enhanced implementation for primary care

Enhanced implementation provides a 12-week implementation programme when procuring the Accurx Demand Management and Access or Streamline bundles for primary care, with approximately 42 hours of specialised support per practice provided by the Accurx Implementation Team.



A typical programme structure is shown in this table:

Distinct phasing	Offering	Resource
1. Discovery (weeks 1-2)	Pre-assessment to understand practices' needs and challenges	6 hours
2. Design (weeks 3-4)	Curation of bespoke training plan for practices in line with their assessment of need	6 hours
3. Implementation (week 5-12)	Delivery of comprehensive training program for all practice staff	30 hours

Price: £1,000 per practice.

