accurx

Service definition document for G-Cloud 15

Accurx: the integrated care communications and ambient voice technology 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.

What the service is

Integrated communication for the whole system

Accurx's platform is available for healthcare professionals across ICSs and ICBs, Health Boards, practices and pharmacies in primary care, NHS trusts in secondary care and community care organisations. Below is a summary of how our communication digital care pathway platform enables cross-healthcare setting communication to deliver tangible benefits for healthcare professionals and patients.

Supporting the 10-year plan

Accurx system wide capabilities support the 10 year plan and specifically addressing the three core shifts and enabling integrated neighbourhood teams with the digital tools needed.

Primary care

ICBs and general practice

Accurx is used by **98% of practices in England** as well as practices in the Health Boards of Scotland and Wales. Enabling GP practices in the UK to meet the Modern General Practice Access and 10 year plan requirements. Providing online triage and consultations services through the Accurx platform delivers flexibility for patients and seeks to address the challenge of the 8am rush for care coordinators and healthcare teams. Through established API integrations with SystmOne, EMIS, and Vision EPRs, Accurx provides seamless interoperability for healthcare professionals to drive efficiency and optimise workflows. Existing integration with NHS App, NHS Login and NHSmail provides patients and healthcare professionals with the ability to securely message, conduct video and triage care requirements securely and conveniently.

Accurx Scribe in general practice transforms clinical workflow efficiency by automating the high-burden administrative tasks associated with documentation and enabling clinicians to maintain patient focus throughout the appointment. With Accurx integrated communication modules instant onward communications to both patients and healthcare professionals improve the patient experience and continuity of care.

Pharmacy

Accurx supports pharmacies across England with quick, secure, two-way communication with patients and GPs. With Accurx, community pharmacies can communicate easily with patients and GPs to support delivery of essential and advanced services including Pharmacy First.

Secondary care, mental health and community care

The Accurx platform is used by **68% of trusts in England** and enables clinical teams in NHS acute trusts, mental health and community providers to realise total digital pathway redesign, supporting them to tackle patient backlogs by increasing clinical capacity. Our simple, digital communication tools can be used to unlock efficiencies in a wide range of clinical and administrative applications. Healthcare professionals can validate waiting lists, introduce direct-to-test pathways and complete digital triage. Using data from the patient, their GP or their primary care record ensure that patients and healthcare professionals are present and prepared for every interaction.

Accurx Scribe transforms secondary care workflows, saving clinicians time and reducing letter turnaround from days to minutes. Proven to lower cognitive load and release admin capacity. It supports clinicians across all services, including ED, ICU, outpatients and ward rounds with safe, accurate real-time transcription and clinical document creation.

Accurx platform modules overview

Accurx is a single, secure integrated platform that enables communication across the NHS for patients and healthcare professionals.
The modules of the Accurx platform are detailed below. The products within each module evolve over time and specific product functionality may be added and removed from time to time.

Accurx Inbox

Primary care | Secondary care

Accurx Inbox serves as the centralised hub within the Accurx platform for managing all patient and professional communications. Integrated directly into the Accurx Toolbar, Accurx app and web interface, it allows healthcare teams to streamline workflows by bringing two-way patient messaging, clinician-to-clinician collaboration, and administrative tasks into a single, unified view.

Two-way patient messaging

Primary care | Secondary care

Instantly send templated or free-text SMS messages to patients. Often used for sending advice, digital documents (such as sick notes, leaflets, letters, imaging request forms, etc.), normal results, and links to further resources. Healthcare professionals can provide the option to request a response from the patient that includes attachments/photos.

Batch messaging and appointment reminders

Primary care | Secondary care

Send a message to a cohort of patients via SMS, email or the NHS App. Configure automated appointment reminders to reduce DNAs. Batch messaging can also be used with patient questionnaires and provide self-book links for appointment booking. Provided as a single module in primary care and two separate modules in secondary care environments.

Cohort and Neighbourhood management

Secondary care

Manage cohorts and neighbourhood caseloads from one shared dashboard. Teams across health, local authority and voluntary sector organisations can work from a live caseload, message each other and the patient, and see every response in one place. Patient lists with visibility controls, non-NHS portal conversation support care provision. Assign tasks to named professionals, set deadlines and track progress between MDTs. Agnostic clinical system interoperability supports healthcare professionals by ensuring they are following up with the patients that need support.

Questionnaires

Primary care

Secondary care

Structured questionnaires help healthcare professionals to gather structured patient information quickly – supporting triage, complexity stratification, remote monitoring, reducing unnecessary appointments and helping to achieve QOF targets. Questionnaires can be sent to individual patients or via batch to many. Responses can be saved back into the patient record through Accurx's EPR integrations with relevant SNOMED codes attached. Accurx provides users with an extensive library of validated clinical and admin questionnaires, or users also have the ability to create their own questionnaires.

Appointment self-book Primary care Secondary care

Accurx's booking functionality allows healthcare professionals to invite an individual patient, or a cohort of patients, to self-book an appointment at a time and date that suits them through appointment book integration.

Capabilities include:

Individual self book: support general practice and acute care to effectively manage inbound patient requests by quickly inviting an individual patient to book an appointment.

Batch self book: deliver long-term condition management and preventative care with a quick, secure way to invite an unlimited number of patients to book an appointment. It can be used for a full range of appointment types including blood tests, diabetes reviews, cervical smears and vaccinations.

Cross-organisation booking: functionality enables users in primary care to send self-book invitations for patients for a different site within your hub or PCN.

Appointment booking features include: scheduling invitations, message templates, and specifying a clinician. Controls over time-slot provision to patients.

Online consultation

Primary care | Secondary care

Accurx provides quicker, more convenient access to NHS care for patients with a variety of digital solutions to support remote/online consultations.

Patient Triage – for primary care

At the core of supporting the Modern General Practice Access approach, Accurx Patient Triage supports patients, care navigators and other healthcare professionals in providing the right level of care at the right time. Patients can submit administrative or medical requests via an online form, in the NHS App, or over the phone, with all requests being streamlined into a single, collaborative practice inbox within the Accurx platform that also supports walk-in patients.

Practice staff can then effectively resolve, respond to or triage patient requests, including options to offer advice, signpost resources or alternative services, send a patient questionnaire to gather further details or invite patients to self-book an appointment at the practice. Used to empower a total triage approach, practices are able to resolve requests simply online through faster navigation, assessment and response.

Accurx Patient Triage as part of a Total Triage model has enabled practices to meet the 2025 GP contract requirements without incremental resource and improving the patient experience.

Patient Triage includes Accurx Navigator, a functionality that automatically signposts patients to alternative self-care and self-referral resources for their problem via the Patient Triage form. Utilising nationally available services and resources to help manage demand, it ensures practices can spend their time and effort triaging patients who really need to be seen by the GP. Patients will always have the option to contact their GP, in addition to signposting options, ensuring they are in charge of decisions around their care and can access the care they need.

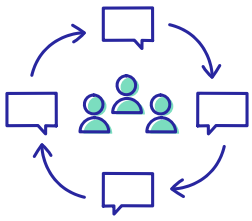
Patient Triage – for secondary care, mental health and community care
Trusts, mental health and community providers can configure digital patient initiated pathways to remove unnecessary appointments and phone calls, streamline triage and resolve patient needs remotely and asynchronously. Patients access a link, answering simple questions to initiate a request if and when they need it. Requests are triaged, assigned and actioned by the clinical or admin team. **This can be used for:**

- Digital patient initiated follow up (PIFU) pathways
- Digital self-referral pathways
- Replacing telephone helplines with digital requests

Video consultation

Primary care | Secondary care

Secure video consultations with no app or download needed for patient, practice or user. Healthcare professionals (users) can run ad hoc or scheduled video calls with one or multiple participants including family, interpreters or for group sessions or MDTs.



Two-way clinician messaging

Primary care | Secondary care

Two-way clinician messaging (Accumail/Message GP)

Two-way clinician messaging makes it easy to contact any healthcare professional or service about a patient – for secure cross-network conversations that let clinicians save to and attach from the patient record through Accurx's EPR integrations. This also allows clinicians to find and message a patient's GP practice without having to look up any contact details. It's used for advice and guidance, referrals, requesting clinical information from a GP, medication changes and requests for urgent actions.

Record view

Healthcare teams in secondary care can request access to an instant, read-only version, of a patient's GP record, using patient-permission. GP practices can also send a PDF of the record to other clinicians involved in a patient's care.

Digital letters

Secondary care

Patient letters and correspondence produced in digital format and delivered electronically.

The Accurx app

Primary care | Secondary care

Users across secondary and primary care can access Accurx on the go through the Accurx 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, with ~120,000 monthly active users. Within secondary care users have used the apps' directory for years to connect more easily, and it is now being constantly upgraded with more of Accurx's messaging, inbox and consultation features.

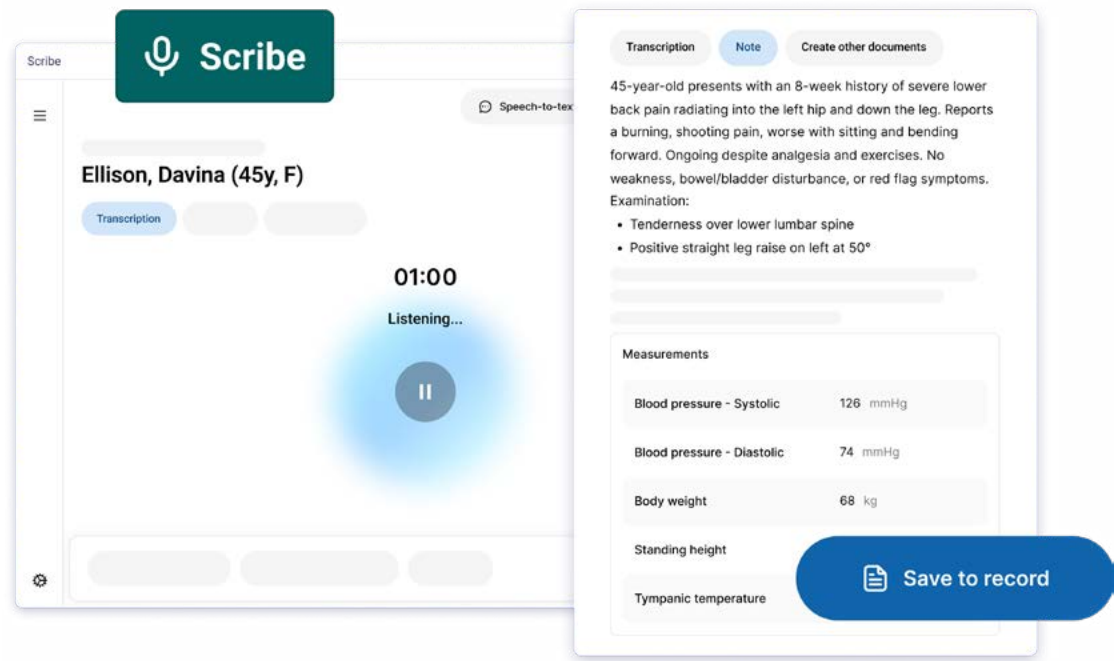
Accurx Scribe

Primary care | Secondary care

Accurx Scribe, powered by Tandem, transcribes audio from a patient contact or free-dictation and 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

Our vision is for a health system where everyone involved in a patient's care can communicate with each other, to deliver better care. As part of strategy to deliver this vision Accurx Scribe, powered by Tandem, was added to the Accurx platform in May 2025 and by September2026 is already used by ~3,500 practices and piloted/planned in ~40 trusts.



Key features and benefits of Accurx Scribe

Improve data quality

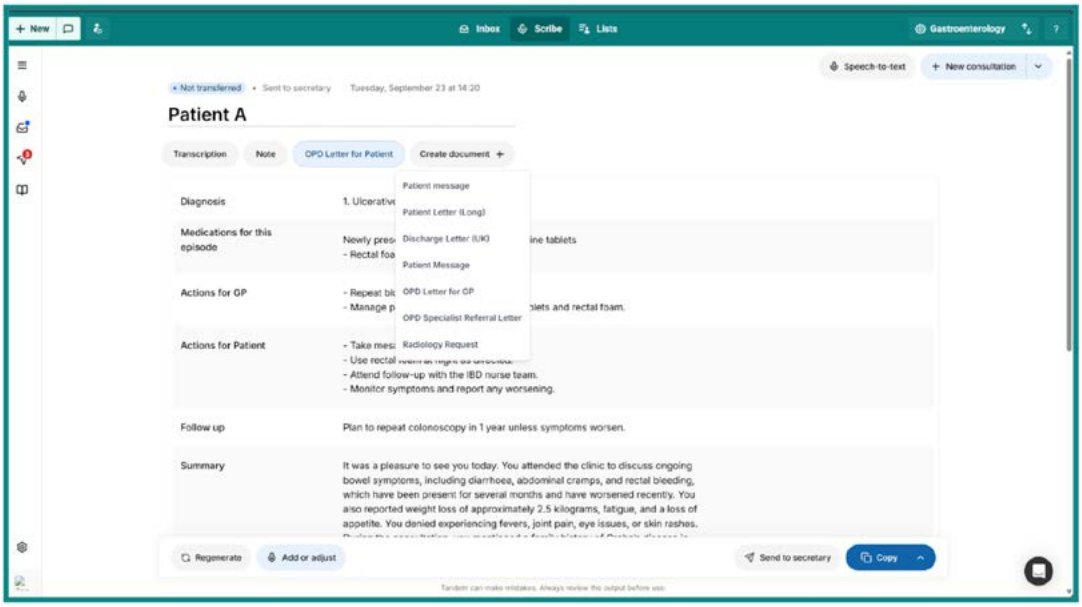
Accurx Scribe significantly improves data quality across the NHS by transforming unstructured clinical conversations into structured, coded, and standardised documentation. By automating the transcription and structuring process, the solution reduces variation, eliminates manual transcription errors, and ensures that clinical records are complete, accurate, and interoperable.

The solution enhances data quality through the following key mechanisms:

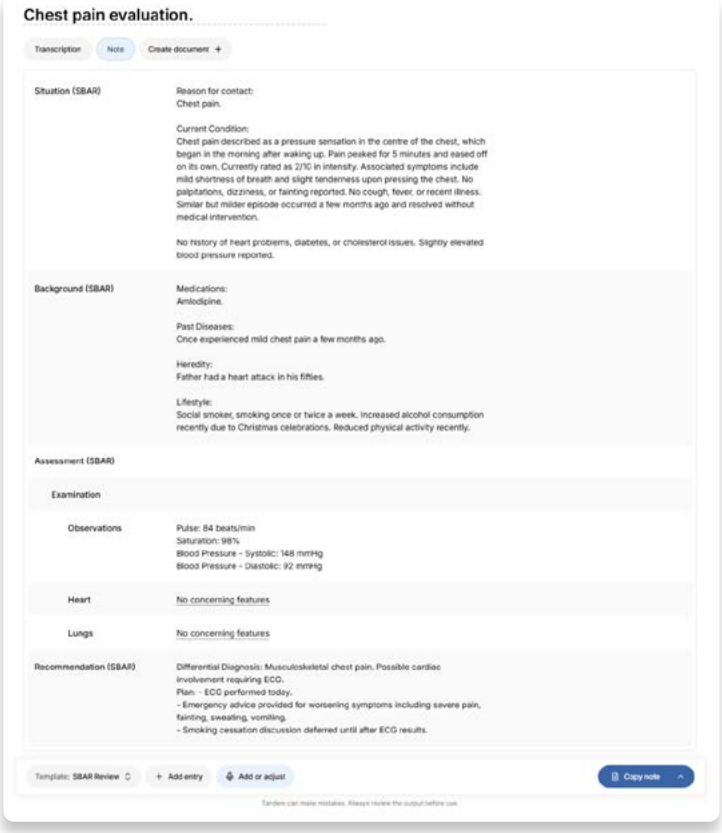
1. Standardisation and structured data

Accurx Scribe ensures that clinical documentation follows consistent, high-quality formats rather than relying on variable free-text entry.

- **Templates and standards:** The platform utilises templates for over 100 specialties and use cases across primary and secondary care. Co-designed with clinicians and aligned with national and local guidance. This ensures outputs like outpatient letters and discharge summaries follow consistent structures (e.g., GP Note, SOAP, SBAR).



- **Structured outputs:** Accurx Scribe generates structured data capable of export via HL7 or FHIR standards, ensuring compatibility with Electronic Patient Records (EPRs) and supporting broader interoperability goals.

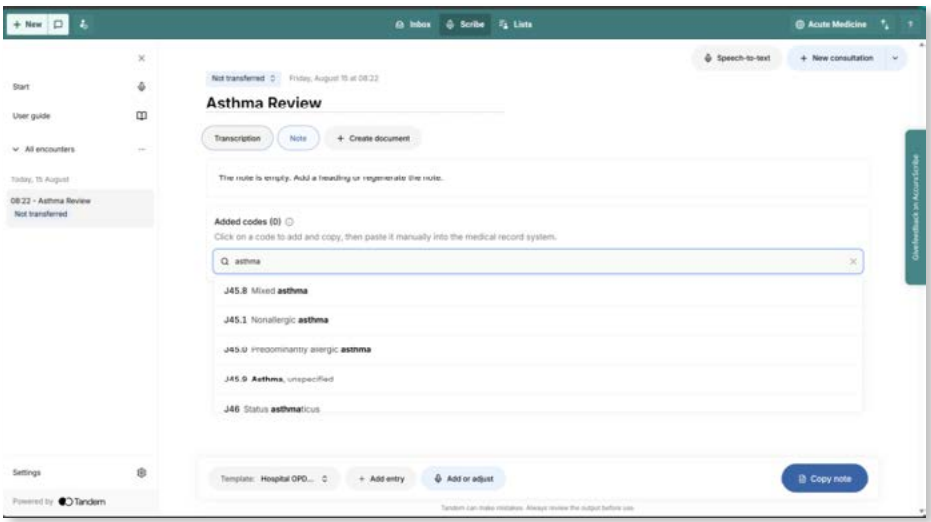


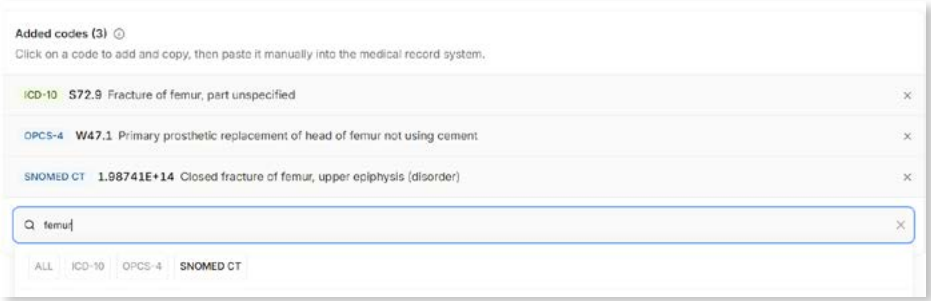
2. Clinical coding

To support reporting and data uses such as audit, research and revenue recognition, Accurx Scribe embeds robust clinical coding capabilities including suggested coding and manual code selection.

The solution supports NHS coding standards including SNOMED CT, ICD-10, and OPCS-4. This allows clinicians to easily select and apply accurate codes to the patient record, reducing the "barrier to entry" for real-time clinical coding.

SNOMED Problem Codes: When Accurx Scribe generates your consultation note, it now also suggests relevant SNOMED problem codes based on the consultation content. You can review these suggestions, add or remove codes, and save them directly back to the patient record's problem field in your clinical system, all without leaving Scribe.





3. Accuracy and error reduction

The Accurx Scribe design minimises human error and improves the fidelity of the clinical record through features including;

- **High-fidelity capture:** Audits of real-world consultations demonstrate an industry-leading note accuracy rate, and robust mitigations for clinically significant hallucinations, bias, and omissions.

- **Validation layers:** The system employs bespoke validation layers on top of the AI models to correct common errors and handle complex UK-specific medical terminology.

- **Human-in-the-Loop (HITL):** A mandatory review process ensures that no data enters the permanent record without clinician verification. It enables clinicians to add / adjust / edit the note before closing the consultation and saving to record or transferring. Changes can be made using typed text or voice instructions. This acts as a critical quality gate, ensuring that the final output is clinically accurate.

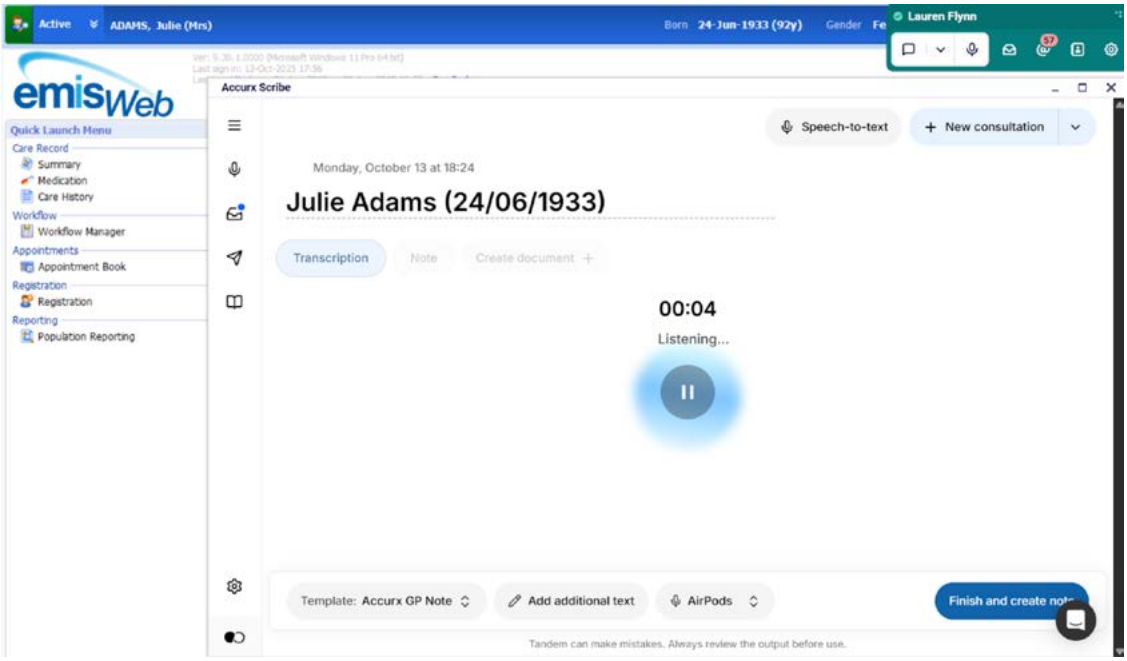
4. Seamless EPR integration and write-back

To prevent data fragmentation and "copy-paste" errors, Accurx Scribe offers integration with major clinical systems (including Optum / EMIS, SystmOne, Oracle Cerner, Nervecentre, Badgernet, IMS Maxim, Harris Flex, Dedalus Lorenzo and Somerset). Further integrations continue to be developed as part of our roadmap and NHS organisation specific requirements.

- **One-click save:** Clinicians can transfer approved, structured notes directly into the patient record with a single click, maintaining data provenance.

- **Zero-footprint access:** The solution is cloud-based and browser-agnostic, requiring no local server installation, which allows NHSmail users to be up and running within a day.

- **Data provenance:** The system maintains a robust audit trail, logging the provenance of data, including who created, edited, and approved the note. Supporting GDPR compliance and information security standards. It pulls patient demographics directly from the EPR to ensure outputs are assigned to the correct patient, eliminating identification errors.



5. Flexibility across care settings and consultation types

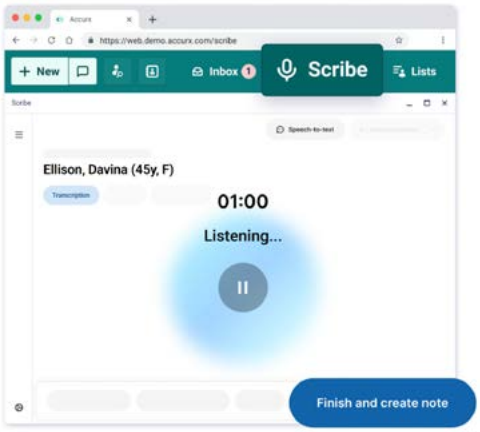
The system supports speaker identification, and accurately captures multiple speakers in consultations for both GP practices, acute and mental health / community environments. Safely and accurately enabling consultation capture in 1:1 and complex environments including; Emergency departments, mental health consultations, and Multidisciplinary Team (MDT) meetings, summarizing discussions into compliant outputs.

Improving productivity workflow efficiency

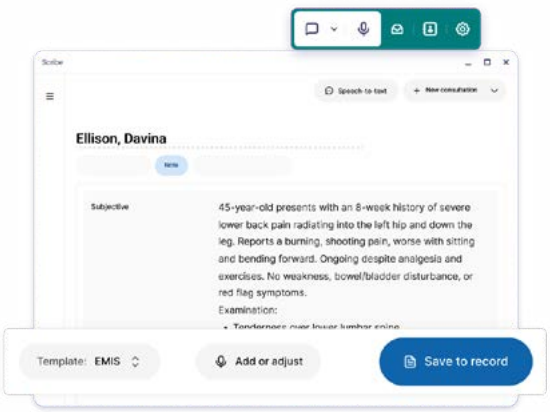
Accurx Scribe transforms clinical workflow efficiency by automating the high-burden administrative tasks associated with documentation, into an AI-powered clinical co-pilot that drives system-level benefits through advanced automation. Our solution improves productivity and efficiency through the key features including:

- **Device agnostic functionality:** Accurx Scribe supports core clinical workflows across mobile and desktop/web environments, enabling clinicians to use the solution wherever they are working:

Mobile



Web



Desktop

- **Dot phrases:** Users can create their own dot phrases as a form of macro or phrase library to provide quick shortcuts for consistent entries of commonly used terms and text.

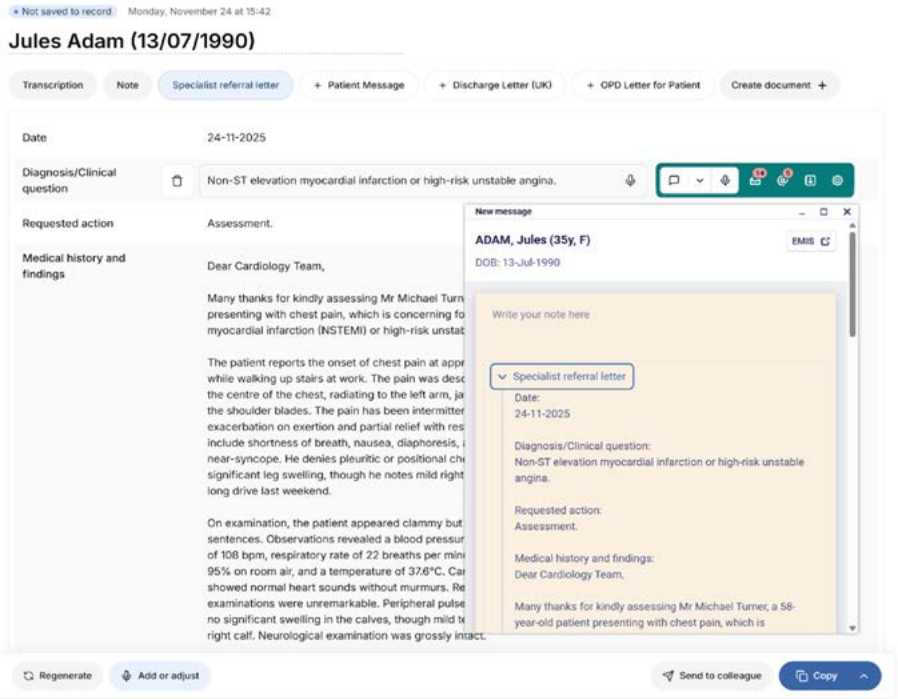
- **Add or adjust:** Clinicians can refine/ amend generated notes via spoken or typed instructions. Changes are highlighted for review and acceptance.

- **Smart dictation:** Clinicians can dictate directly into structured templates, instantly converting spoken words into clear clinical notes.

- **Short-cut key (F-Function keys):** Provides short-cuts to external speech-to-text capabilities

- **Create multiple outputs from a single consultation:** Accurx Scribe instantly produces notes and downstream documents for clinical review. Output formats are highly flexible, enabling users to auto-generate notes and documents with chosen styles, easy template switching and coding. Templates for clinical notes include SOAP, GP Admin Note, Dietician review, Medication review, Results review and many more.

- **Send to patient:** Instantly and simply send patient communications within the Accurx platform. Providing a concise, plain language summary of a consultation or attaching a document generated (E.g. referral letter) from the consultation.



- **Send to colleague / secretary:** Enabling collaboration and workflows across colleagues the send to colleague / secretary feature enables transcribed documents to be shared for onward action. Urgency flagging supports prioritisation of activities for recipients of messages.

- **Export capability:** Accurx Scribe is designed for maximum interoperability, supporting output formats compatible with numerous downstream systems and care settings. The solution supports the creation of both structured outputs (such as FHIR and HL7-coded fields) and unstructured outputs (E.g.PDF).

- **Personalisation:** We know it is important for your notes to sound like you. There are many options for personalisation within Scribe, including the use of templates and personalised memories. Scribe will learn from your edits and make memory suggestions. This will help every future note be in your preferred style, with less editing required.

Improving patient experience

Accurx Scribe significantly enhances the patient experience by shifting the focus of the consultation from administrative data entry back to human interaction. By automating clinical documentation, the solution reduces cognitive load on clinicians, accelerates communication, and fosters a more inclusive and accessible environment for patients.

1. Increased clinician engagement and focus

Accurx Scribe removes the barrier of the computer screen, allowing clinicians to maintain eye contact and practice active listening rather than typing.

2. Improved understanding and transparency

The solution supports patients in better understanding their health outcomes and care plans through immediate, clear communication. This drastically reduces administrative delays, ensuring patients receive vital correspondence much faster.

3. Inclusivity and accessibility

The solution includes specific features designed to support diverse patient populations and reduce health inequalities.

- **Multilingual support:** The platform enables bilingual clinicians to consult in a patient's preferred language while generating English documentation. This helps patients articulate their concerns more comfortably and accurately.

- **Accessible Information Standard (AIS):** The solution supports AIS principles by allowing clinicians to record the patient's specific communication needs. Furthermore, written input can be incorporated into the note for patients with speech or hearing impairments.

Clinical safety and guardrails

Accurx Scribe is powered by Tandem which is a UKCA-marked Class IIa medical device with a formal Post-Market Surveillance (PMS) Plan and ISO 13485–compliant Quality Management System (QMS).

This process ensures continuous monitoring for clinically significant errors, including hallucinations, omissions, bias and drift-detection.

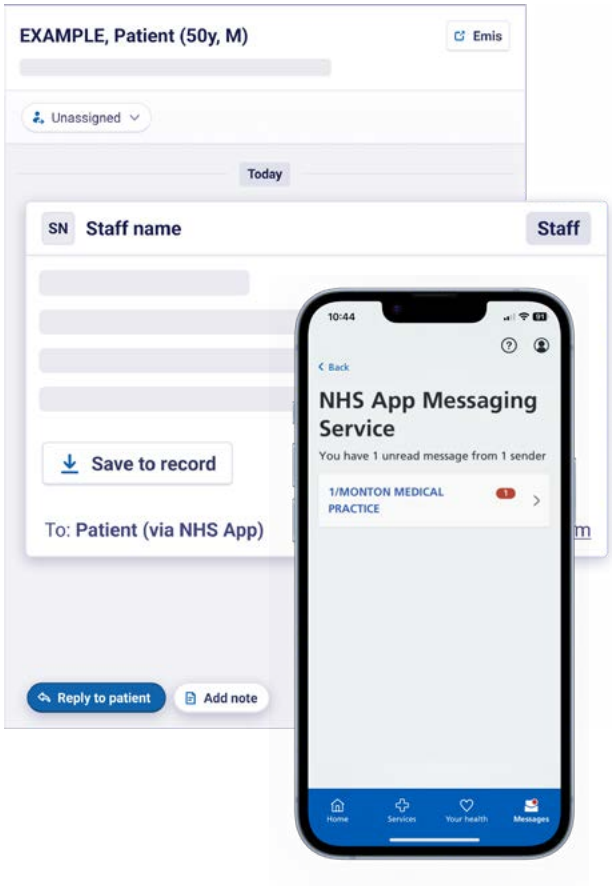
Accurx Scribe incorporates robust, independently-validated safety controls that prevent clinically unsafe instructions and ensure the system cannot be used outside its intended purpose. These controls are implemented through design restrictions, verification and validation testing, and continuous post-market surveillance.

Reporting

In-product and customisable dashboards provide real-time access to data for stakeholders and users. Enabling data-driven actions to be taken to support adoption within the organisation.

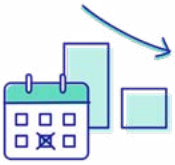
NHS App

Accurx is an established, proud partner of the NHS App since 2021. Our NHS App integration enables us to consolidate core communications into the NHS App for our ICB partners, practices and patients, enabling the transition to NHS England's (NHSE) vision of a digital front door. Through seamless integration, we enable online consultations, messaging, appointment booking and appointment reminders to be delivered through the NHS App – enhancing patient access, and reducing costs through a digital-first care model.

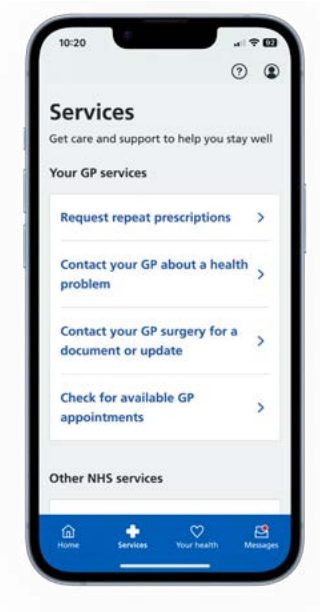


- Largest originator of NHS App messaging of any supplier, over half of our messaging volume is eligible to be delivered via the NHS App. In 2025, we sent around 300 million messages.
- We deliver around 6 million primary care messages through the NHS App each week.
- Our integration has helped ICBs save an estimated 21% in fragments.
- 29,000 online consultation requests are submitted via the NHS App on a weekly basis.

Benefits

	Enhanced patient access – The NHS App provides a single quick, simple and accessible route for patients to request care, respond to messages from their practices, book appointments, and receive reminders and post-appointment messages.
	On demand reporting and dashboards – Users can see when and how their patients have requested care, to help them understand things like peak times and the success of NHS App initiatives.
	Cost savings – Every batch message, questionnaire or appointment reminder that is routed to the NHS App, rather than SMS, saves fragment costs for practices, PCNs and ICBs. We have saved 21% in fragments via our existing NHS App integration.
	**Reduced DNAs** – Notifications via the NHS App provide patients with greater visibility of their appointment reminders - helping to reduce DNAs.
	Secure, trusted and familiar technology – Accurx secure communications are delivered through a simple to use interface providing practices and patients with the optimum digital experience.

Features

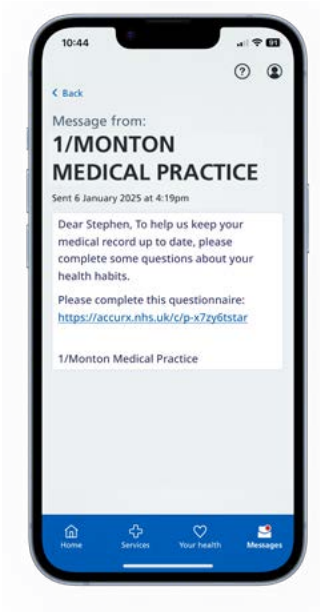


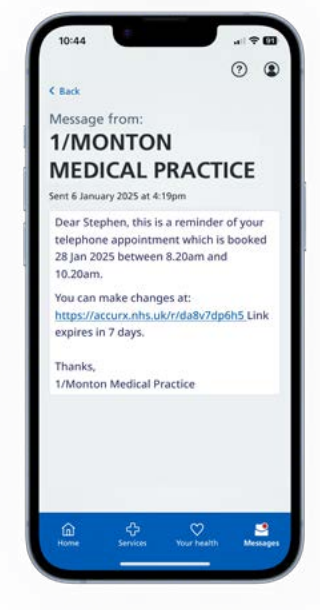
Online consultations

Launched in the NHS App in April 2022, patients (or carers/proxies) can securely request care, repeat prescriptions and other services securely, without leaving the NHS App. Online consultation requests submitted via the NHS App are received and managed in the Accurx solution by practices in the same way as website, walk in, or telephone requests.

Batch messaging and questionnaires

Launched in October 2023, messages and questionnaires sent to a cohort of patients automatically route to the NHS App if a patient has the App downloaded with notifications switched on. Accurx automatic fallback will revert to sending the patient an SMS message if the patient does not have the NHS App downloaded, or if the message in the NHS App is not opened within 24 hours.



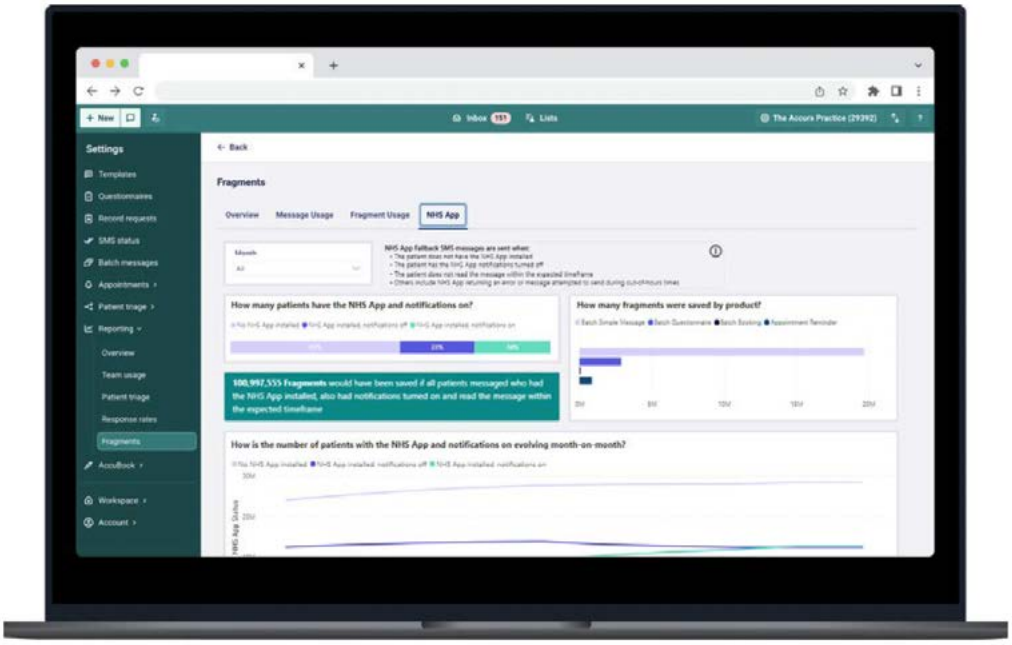


Appointment bookings and reminders

Launched in July 2024, batch self-book appointments and appointment reminders sent through Accurx are automatically delivered via the NHS App if a patient has the App downloaded and their notifications switched on. This supports the same fallback processes as with batch messaging. No practice deployment is required to set up appointment reminders - the patient's name and number is automatically pulled from the practice's EPR.

NHS App reporting

Built into the Accurx functionality, we provide an inbound demand dashboard which can be used by practices to view patient demand by week, day and hour; understand the rate of admin vs. clinical requests; and, compare inbound via channels (whether it be via your website form, the NHS App or completed by a member of staff).



Cohort and neighbourhood management

One shared view of the people a team cares for together. Replace spreadsheets with a live caseload that everyone can add to, update and track.

- Shared caseloads for integrated neighbourhood teams and MDTs
- Secure messaging across health, local authority and VCSE organisations, linked to each resident and saveable to their record
- Create tasks, assign them to a named professional or team, set deadlines and track status
- Send messages, questionnaires or booking links to a whole cohort and see every response in one place
- Add patients individually or in bulk, for example from a risk stratification list

Accurx solution roadmap

Here are some of the developments that we are most excited to bring you in 2026.

Seamless communication and improving productivity

This is the area we're most excited about. General practice has been transformed by the ability to type and send a message to a patient in just two clicks. But what if you did not have to type it at all? What if any message could be generated automatically so that your questionnaires or booking links are ready for your review, to send at the click of a button. What if patients left every appointment with a clear summary of the consultation and what to do next? That is what we will be building.

Strengthening coding in Scribe

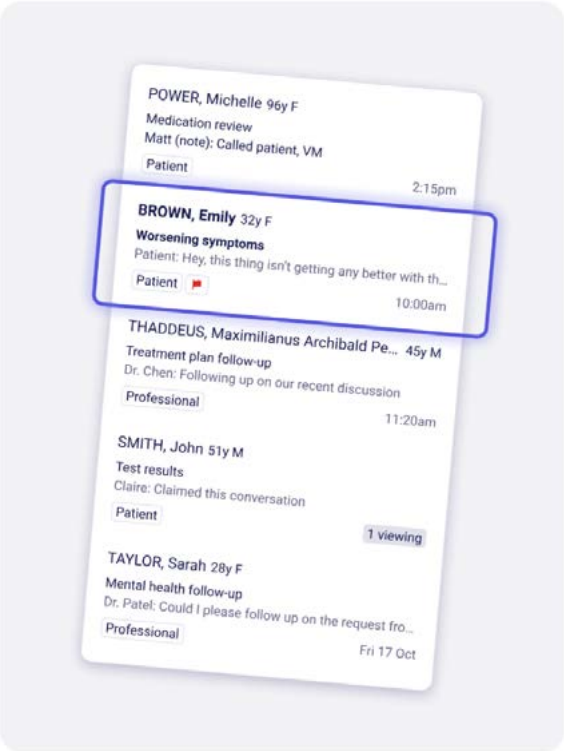
We launched Scribe with the ability to code a focused set of clinical observations, such as blood pressure. While this is helpful, you've still had to manually add other codes. Now, Accurx Scribe generates your consultation note, it now also suggests relevant SNOMED problem codes based on the consultation content. You can review these suggestions, add or remove codes, and save them directly back to the patient record's problem field in your clinical system, all without leaving Scribe.

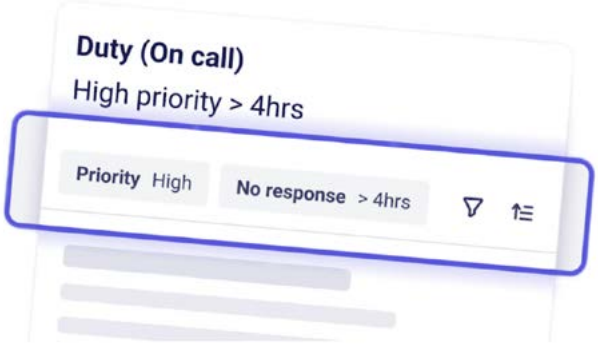
We're also working on enabling you to add codes to the problem list or link your Scribe to an existing problem. With a seamless integration these improvements will save you time and improve the quality of your records.

A smarter triage journey

For practices using our **patient triage forms**, we are developing clearer ways to surface the most important details the moment a request arrives. We want to reduce the back and forth by gathering more information up front, such as automatically asking for photos for skin concerns, attachments for administrative requests and answers to condition-specific questions. We are also exploring better ways to organise and route requests,

with **smarter sorting & filtering**, request topics for information at a glance, and clearer views for both administrative and clinical teams. The aim is a calmer, faster and more predictable triage experience for staff and patients, with clinicians always guiding the decisions.





Interoperability and integration

Accurx integrates seamlessly with major clinical systems for primary care and community mental health environments including; Optum / EMIS, SystmOne (via IM1 integration) and Vision. In secondary care environments integration experience includes; Rio, Oracle Cerner, Badgernet, IMS Maxims, Harris Flex, Lorenzo with a clear roadmap for continuous integration builds.

Integration can be supported through HL7 / FHIR, API, RPA. Directly with the EPR or through a TIE.

Accurx also integrates with key central infrastructure requirements including; PDS, NHS single sign-on, NHSMail, NHS Login and NHS App.

Patient experience and accessibility

Accurx has a full view of the current accessibility status of our product, including its compliance with WCAG 2.1AA. Accurx has achieved WCAG 2.1 AA compliance for our patient-facing solutions as per our published accessibility statement. The Accurx UI and product design aligns with NHSE standards and our solutions support WCAG 2.1's four principles of web accessibility. Additionally the Accurx systems align to NHSE Development, NHSD Service Manual Alignment Service Manual, Mobile/ Tablet First Design principles and standards for consistency to policies and best practice.

Accurx Scribe and the Tandem ambient scribe interface, is compliant with WCAG 2.2 AA.

Accurx improves uptake/usage of digital tools through the 'easy to use' design and consistent layout across all channels of access (mobile, tablet, website) utilising simple language, large clickable targets and selected colours. The Accurx platform supports patients with learning difficulties and those living in areas with slow connections via proxy flow and reception flow functionality and low bandwidth platform design.

Onboarding and offboarding support

Implementation, training and onboarding

We have a dedicated team to support users, practices, PCNs, ICBs, NHS trusts, and community providers in enabling a successful implementation and onboarding of the Accurx platform.

Accurx's experience provides the healthcare setting with a proven implementation approach ensuring delivery at pace/scale and can be adapted based on the stakeholder needs:

> **Phase 1: Deployment commencement**
> **Phase 2: Contract kick-off**
> **Phase 3: Mobilisation, implementation and training**
> **Phase 4: Review**
> **Phase 5: Post go live and support**

Accurx is a fully intuitive, user-friendly platform; staff can be trained in as little as 30 minutes.

Enhanced implementation services for primary care

Accurx provides an enhanced implementation service option for primary care. Primarily targeted at ICBs, the enhanced implementation offering is designed to empower practices to reach the full potential of their Accurx toolkit for Modern General Practice Access. By offering bespoke implementation support to meet the specific needs of each practice, we aim to enable better use of the Accurx tools required to deliver total triage and ultimately improve access to care.

Offboarding support and exit plan

In the case of non-renewal, the standard Accurx exit plan/offboarding plan is followed. An Accurx Account Manager will facilitate the exit plan working with the nominated customer stakeholders. Please see appendix 1 for a standard exit plan template.

After-sales support

Accurx provides after-sales support primarily through its User Support Team and Customer Success Team.

Account and contract management

Our expert Customer Success Team is responsible for managing the contract to ensure continuing customer satisfaction. The designated Account Manager will be responsible for ensuring best practice service delivery and performance management with customers.

Reporting and dashboards

Simple, user-friendly reporting is available with Accurx. Audit trails and dashboards provide data aggregated at workspace, organisation, trust, and ICB/ICS level.

Accurx provides metric reporting via in-product, regular/on-request reports, or interactive dashboards. Real -time dashboards provide an overview of adoption, trends, qualitative and quantitative data available for export.

In addition, Accurx Scribe reporting and dashboards provides visibility of scribe specific key metrics including; editing time, note template usage, scribes completed and consultation length.

User support, incident management and SLAs

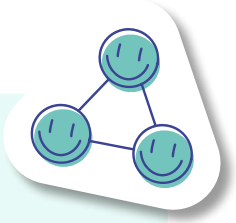
User support model

We have a market-leading User Support capability. Accurx provides a highly responsive 24/7/365 service desk support and support article library to enable healthcare professionals and patients to navigate our platform. Built on the principle that every user should be able to reach friendly, responsive and user-centred support immediately. It's also a great channel for direct user feedback so we can continuously improve our product.

All of our support is free of charge and if not initially resolved by our Fin AI chatbot, each query will be allocated to a member of the UK support team who will manage that query to completion.

Users can raise requests via Intercom web chat, and email (support@accurx.com). Telephone support is available, accounting for <1% of interactions.

During core hours support is provided by a dedicated UK-based in-house team. Our web chat and phone support for users is available from 8am–8pm from Monday – Friday, 9am–5pm on Saturdays and 9am–1pm on Sundays and Bank Holidays.



Webchat supports 5,000+ support interactions/month.
Median response time of 5 minutes - the quality of this service is demonstrated by our 2025 CSAT score of 92% (users being 'satisfied' or 'extremely satisfied').

Our team also uses TeamViewer; this allows, with the user's express permission, to securely take remote control of the user's computer to aid them troubleshoot issues (<1% of interactions).

24/7/365 online support and self-help is accessed via the Accurx toolbar (where installed), our website (for patients and users), and via Online Consultation form (patients). The help centre provides hundreds of support articles, videos, demonstrations, FAQs, etc. to allow system users to self-help.

Service Levels (SLAs)

Service level	Target performance
Platform availability	99.9% uptime (monthly average, within service hours)
Support first response - webchat	Within 5 minutes (monthly average, within service hours)
Support first response - email	Within 2 hours (monthly average, within service hours)
Support time to resolution - webchat and email	Within 12 hours (monthly average, within service hours)
Customer satisfaction	90% to score 4 or 5
Tickets escalated to Tandem	Response within 30 minutes (monthly average, within service hours)

Please note that as with all software solutions we can only be responsible for the uptime of our own platform. This is explained in our terms & conditions.

Incident management

Accurx severity level classification is aligned with NHS England's incident management and severity guidelines. Accurx provides 24/7 support for critical outages. The User Support Team, with input from other teams (where relevant) will determine if an incident has occurred (further details via public help centre article 'Incident Management at Accurx'). Internal monitoring enables incidents to be raised by engineering teams.

Complaints process

When an issue or complaint is raised via our complaints@accurx.com email, we will provide a confirmation and with a case reference number within 48-hours of receiving the complaint. If a complaint or query needs to be escalated, the case will be referred to the relevant teams to be reviewed, who will then reach out to the contact point with further communications within five working days.

Performance

Our User Support Team has a prior year CSAT score of 92%, and an average response time of under five minutes across 5,000+ customer interactions. Our platform had an average uptime of >99.97% in 2025 with >200,000 concurrent users. Our team supports 5,000+ user interactions a month with a <5 minute response time.

Medical device certification (Accurx Scribe, powered by Tandem only)

Accurx Scribe is powered by Tandem Health's (Tandem) ambient scribe technology (AVT), which is registered with the MHRA as a Class IIa medical device (GMDN Code - 36216 Digital dictation system, Risk Classification - Class I, Manufacturer - TANDEM HEALTH GLOBAL LIMITED).

Tandem operates under a multi-tiered regulatory framework, maintaining formal declarations of conformity, UK Approved Body / EU Notified Body certifications, and registration with the UK Medicines and Healthcare products Regulatory Agency (MHRA) with both UKCA and CE marks.

The Tandem AVT solution that powers Accurx Scribe is comprised of three distinct components, each registered separately with the MHRA with Class IIa certification:

- Coding Module — certified as a Class IIa medical device (GMDN Code: 61087, February 2026)
- AI Medical Scribe — certified as a Class IIa medical device (GMDN Code: 36216, May 2026)
- Clinical Decision Support (CDS) Module — certified as a Class IIa medical device (GMDN Code: 61087, June 2026)

Quality management systems

Accurx operates to industry standards and principles in achieving its outcome of an Integrated Management Systems (IMS). Underpinning the operational delivery of our IMS and commitment to delivery of high quality service and products are our ISO9001: Quality Management, and ISO20000 accreditations.

In addition Accurx Scribe, powered by Tandem, is supported by additional key certifications; ISO 13485:2016 (Medical Devices Quality Management), ISO 14971 (Medical Device Risk Management), and ISO 20416:2020 (Post-Market Surveillance).

Clinical safety

The Clinical Safety Team has extensive experience working across health and social care and are digital safety experts. All clinical team members have completed NHS foundation training (practitioner course) in digital clinical safety. They work with product teams on feature development and iterations, embedding safety by design in all of our products. The team maintains the clinical safety documentation required by the DCB0129 standard for risk management in the making of healthcare software. Our clinical team also supports implementation and post implementation activities with user organisation alongside our Customer Success Team.

Digital Technology Assessment Criteria (DTAC)

Accurx is DTAC compliant and has forms for its products available on request by commissioning organisations.

Clinical safety

We strive to ensure that our systems meet the highest clinical safety standards, by maintaining compliance with the DCB0129. Our DCB0129 documentation (e.g. clinical safety case report and hazard log) are available upon request for commissioning organisations. We undertake regular risk management activities in line with DCB0129 and our clinical documentation (clinical risk management system, plan, hazard log and case report) are continuously reviewed and updated across our product suite.

Data protection

Accurx is registered with the ICO and also has a nominated Data Protection Officer (DPO). We have exceeded the requirements of the NHS DSP Toolkit (DSPT) since 2019 and carry out regular risk assessments across both our products and internal systems. In accordance with ICO guidance, we regularly consult with our DPO regarding the risk assessments and mitigations are signed off by our Chief Information Security Officer (CISO) who is the accountable officer.

All of our products are developed with a privacy-by-design approach and follow the most rigorous standards, as is appropriate for the sensitive nature of the data we process and ICO guidelines. All privacy and security controls are closely monitored by our dedicated Information Risk team, which is led by our experienced CISO.

Security and interoperability

- Accurx is Cyber Essentials Plus and ISO27001 accredited and undertakes at least annual penetration testing.
- All of our custom code has an internal security review and we use MFA for privileged accounts.
- Our products do not expose any APIs at present as we are a consumer supplier.
- We use industry standards for secure interoperability when reading/writing to EHRs (TLS v1.2 or above) and secure methods of establishing a user's verified NHS number.
- We have robust cyber security controls that follow industry best practices, as documented in our multiple security certifications (ISO 27001, NHS DSPT, IT Health Check, Cyber Essentials and Cyber Essentials Plus).
- Our Information Risk Team constantly monitors for new developments and threats in cyber security so that any risks are addressed as soon as they emerge.

Key principles for success

- We engage regularly with users in the development of our products and undertake user acceptance testing.
- We utilise agile ways of working across our multi-disciplinary teams and continuously develop our products and adopt cloud-based deployment and meet the Internet First Policy.
- We provide SLAs to our customers and an open web page reporting product uptime.

Technical requirements

Accurx is a cloud-first SaaS platform providing the flexibility, security and resilience required by the NHS. Some technical features and capabilities include the following:

Users require an NHS.net, NHS.uk or a domain accredited to the DCB1596 secure email standard to create an Accurx account and access Accurx Scribe.

Accurx Desktop Toolbar

System requirements

- Microsoft Windows 7 and above
- 150MB hard drive space
- 100MB working RAM
- .NET 4.6.2 or greater
- EMIS Web or SystmOne or Vision (for functionality requiring the medical record)
- Processor: 1 gigahertz (GHz) or faster processor or SoC (as required for Windows 10)
- Display: 800 x 600 (as required for Windows 10)

Figure 1: Accurx toolbar

Network requirements

- Reliable internet connection
- The Accurx Desktop Toolbar requires access to the domains accurx.com (including subdomains for Accurx. Subdomains are required for Tandem - if using Accurx Scribe).

Accurx Web

- Reliable internet connection
- Accurx Web requires access to the domains accurx.com (including subdomains for Accurx. Subdomains are required for Tandem - if using Accurx Scribe).

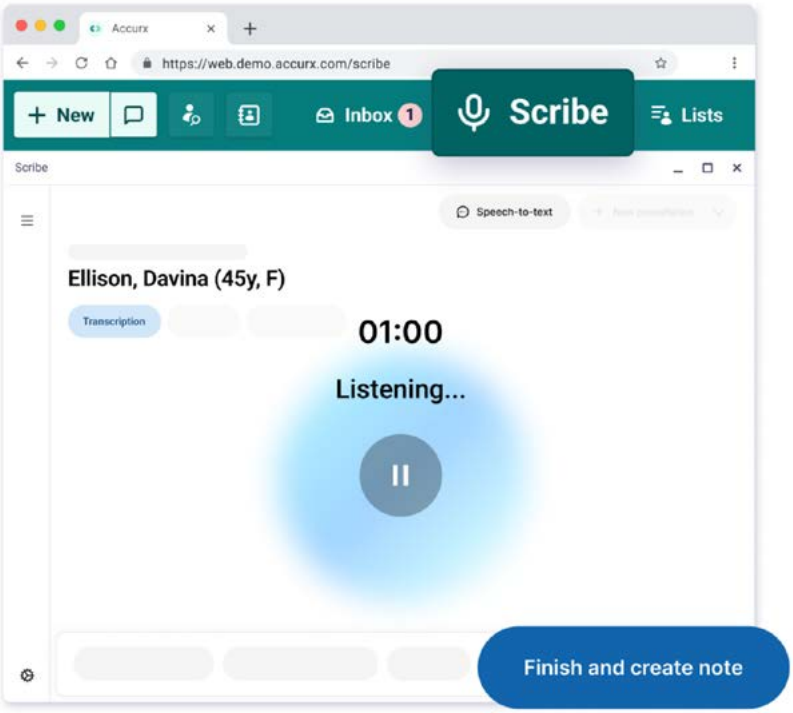


Figure 2: Accurx Web

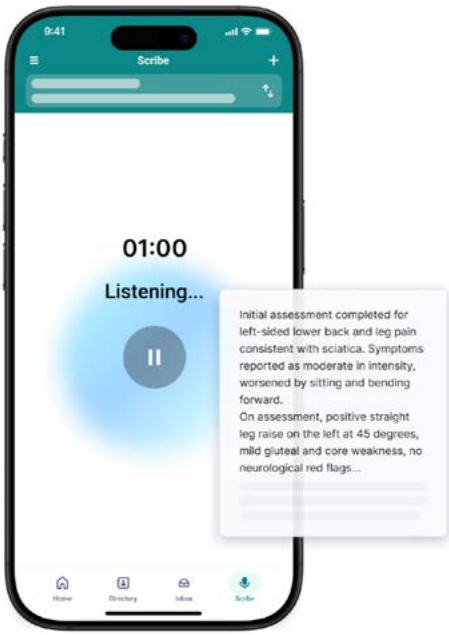


Figure 3: Accurx Mobile

Accurx Mobile App

- Android 8.0 (Oreo)
- iOS 15.0
- Reliable internet connection
- The Accurx Mobile App requires access to the domains accurx.com (including subdomains for Accurx. Subdomains are required for Tandem - if using Accurx Scribe).

  Accurx Mobile App solution incorporates robust resilience features to mitigate connectivity issues.

Microphone Requirements (for Accurx Scribe)

Accurx Scribe is microphone agnostic, meaning users can utilise a range of microphones, but high-fidelity microphones are recommended for the best quality transcriptions.

Compatible web browsers

- Microsoft Edge
- Firefox
- Chrome
- Safari
- Opera

Compatible operating systems

- Android
- iOS
- Linux or Unix
- macOS
- Windows

Service constraints and considerations

Hosting - cloud-first resilience and capacity

As a cloud-first solution, we utilise Microsoft Azure and there is no planned downtime, with the platform adopting changes from deployments seamlessly. We exceed NHS Digital (England) SLA of <0.01% of service availability downtime for maintenance, updates and fixes.
Accurx's status page (status.accurx.com/uptime), accessible to all users, runs in real-time.

Outage and maintenance management

We release product updates and improvements on a daily basis (e.g. small code changes) through a self-update function built into our system. This ensures that latest updates and features are received as soon as they become available without the need for the service to be unavailable for extended periods of time. Releases are programmed to ensure no disruption to service users.

Data security and information risk

Accurx exceeds the standards of Data Security & Protection Toolkit Assessment (DSPT) / DCB0086 Toolkit (held since 2019).

Information governance (IG) and security

Accurx has a Security and Privacy Team that supports the business and customers on IG and security, and maintains a suite of public IG and security resources. This team will support customers and handle any queries that are not already covered.

Defined procedures are in place for secure and confidential data storage and sharing, the handling of sensitive data, and information security. Data sent is encrypted when in transit (when it is sent) and at rest (when it is stored). Finally, the team makes sure that all employees are aware of requirements and best practice through continued communication, training and monitoring of privacy and security controls.

- We have a framework in place aligned with NHS information security and governance practices.
- Accurx has ISO 27001 certification with the organisation and its services included in the scope since 2021.
- Accurx exceeded standards for the NHS Data Security Toolkit (ODS code: 8JT17) since 2019.
- Accurx also holds Cyber Essentials Plus certification. Since 2018, we conduct a suite of our own regular cyber security and GDPR compliance activities.
- Our primary application servers are based in the UK Microsoft Azure Data Centres configured with the NHS security blueprint.

Data storage, back-up, and restore

Data is stored within a secure cloud-hosted service, Microsoft Azure, in compliance with NHS Digital guidance and use a 'point in time restore', which allows us to recreate the database at any given second for 35 days after. Full back-ups are run weekly with a 12-week retention. The backup process for individual parts of the product is tested regularly to ensure correct/complete data/information restoration in the event of data loss (although we've never had to take this step). Simulations of emergencies requiring more extensive data restoration, including a full restore, are carried out twice a year.

Access to data upon exit

When the contract ends - in line with the NHS Digital Data Migration Standard - users or user organisations can request an end-of-contract extract of the data held by Accurx related to their use of the platform by contacting support@accurx.com.

Business continuity and disaster recovery

Accurx operates business continuity and disaster recovery (BCDR) plans, ensuring maintenance of acceptable service levels in the event of an incident. BCDR plans (in line with NHS England BCDR standard) are robust, evidenced by our successful assessments against the digital care standards BCDR Standard.

Incorporated within these plans, we operate defined processes to ensure continuity of services, these processes are reviewed and tested regularly (using table-top and real-world exercises). Our security team undertakes annual (as a minimum) penetration testing to test the reliability of our processes/systems.

Testimonials

Accurx Scribe has quickly become an invaluable part of my clinical day. The seamless integration into EMIS, accurate SNOMED coding, and ever-improving templates make documentation far easier. It works brilliantly as a scribe and dictation tool, and the added benefit of mobile app use on visits has transformed the way I work. Now the added benefit of doing the minutes for our meetings, its use across our practice is growing!

Dr Asad Ashraf, GP, Chingford Medical Practice

The self-booking batch feature saves hours, dramatically reduces workload in comparison to manually booking 1,000+ patients.

Nelio Allnutt, IT Lead, SW London, primary care

[I] can instantly communicate with patients without waiting for [the] next booked appointment = better health outcomes and service user experience.

Anjali Saini, Birmingham, Trust

As a real-time documentation tool, the software performs very well. We've tested it in both clinic settings and during an MDT, and I've trialled it in a couple of other languages, Pashto and Urdu, with colleagues – in all cases, it reliably generated detailed and accurate records.

Syed Shah - Respiratory Consultant, UHL

Floreys (questionnaires) save a significant amount of time gathering information at LTC reviews etc. Reminder text messages also help to reduce DNA rates, allowing patients to cancel without waiting to get through on the phone.

Alfie Birchall, Practice Manager, NE&N Cumbria, primary care

Appendix 1

Accurx customer exit/offboarding plan

High level view of stakeholders involved:

Commissioner/customer
Provide the appropriate written notice to Accurx of intention to cancel a contract.

Accurx
Accurx Customer Success Team triggers the internal offboarding process; arranges an offboarding call with the commissioner/customer to outline the process and agree the communication plan and actions for both parties.

End users notified
Accurx will liaise with the commissioner to agree how, and when, users will be notified of the upcoming loss of product functionality. This can be done through a variety of mutually agreed communication channels, e.g. email or in-product notifications.

What are the key actions to be taken by the relevant stakeholders:

Customer/commissioner

1. Provide written confirmation to Accurx by emailing your Customer Success Manager [NAME, and EMAIL] outlining exactly **which Accurx products** will no longer be commissioned for **which service** and **from what date** they wish to terminate the contract.
    a. The standard notice period we require is 90 days.
2. Join an off-boarding call with your Accurx Customer Success Manager, [NAME] to discuss and agree a mutually acceptable plan and timeline.
3. Communicating the loss of services message to relevant stakeholders-end-users using Accurx within your organisation. (Accurx are happy to support, and we have outlined a suggested communications plan below)

4. Communicate the transition plan to alternative service providers or other local plans to relevant stakeholders.
5. Please share any relevant feedback with your Accurx Customer Success Manager Team in our off-boarding call and follow-up survey. We are always keen to listen and take on board any feedback to improve our products or services.

Accurx

- On receipt of your written notice, Accurx will respond by confirming receipt of your contract termination and arrange an off-boarding meeting to discuss next steps and agree how to communicate this message to end-users and practices.
- Receipt of your written notice also triggers an internal off-boarding process for Accurx, to ensure the required contractual, financial accounting and reporting processes are updated to reflect the agreed contract termination date.
- In the joint off-boarding meeting, we should agree the timeline and communication plan to update relevant stakeholders and end-users on the loss of product functionality.

Communication in partnership to end users

- Accurx will provide templates of suggested email communications for use with end users. We recommend a minimum of 3 emails to end users.
- In addition to emails, we are also happy to attend a meeting or engagement to chat with any relevant stakeholders.

We outline below a suggested communication plan from both Accurx and the customer/commissioner to affected practices and end-users:

Communication	Channel	Timeline	Actioning party	
			Accurx	Customer/ Commissioner
Notice to all affected users informing that they will be losing access to specific functionalities or products by a specified date (ideally providing at least 30 days notice to users)	Email	[TBC per contract]	✓	✓
Update users on the transition plan to an alternate provider or other agreed local plan	Email	[TBC per contract]		✓
Follow up email to users reminding them that they will be losing access to Accurx, but may continue to be able to have access to Accurx Lite and our support services.	Email	[TBC per contract]	✓	
In product notification to end-users to alert them to the upcoming loss of access to features or functionalities.	In-product	[TBC per contract]	✓	
Final communication to users informing them that features or functionality has now been switched off	Email	[TBC per contract]	✓	✓

During the Notice Period

- Accurx will keep and maintain a live risk log with mitigations in partnership with the customer/commissioner. We will keep the customer/commissioner updated of any key risks or concerns with the offboarding with practices, including any feedback we receive from users.
- Users will still have access to our User Support Team, via online chat from 8:30-18:00 weekdays and 09:00-13:00 on weekends and bank holidays for any queries or product support. In addition to this, users can still engage with our team with queries via customer.success@accurx.com.
- Should users continue to use Accurx Lite products after the conclusion of the contract, they will still have access to our online chat support and 24/7 access to our help centre.

Once we have completed the final step of offboarding users (feature switch-off), Accurx will then:

- Write to the customer/commissioner confirming that the specified functionality has been switched off for practices and that they have been successfully offboarded.
- We will reconcile your account and issue any final invoices or credit notes to SBS through tradeshift platform or
- If it isn't a full termination of the contract, we will communicate any pricing variations as part of the remaining contract for the customer/commissioner to be aware of.

Accurx also acknowledge the following points:

Transfer of patients to any new provider

When patients interact with Accurx software, they are not required to create an account or download any app and therefore, patients don't need to do anything to migrate away from using Accurx over to a new supplier.

Safe transfer and management of data

No data needs to be transferred to a new supplier when exiting a contract with Accurx:

- Upon termination of a paid-for contract with Accurx, users may be reverted to Accurx Lite (our free product), unless a local contract is already in place or unless instructed by the customer/commissioner otherwise. If the users continues using Accurx Lite, the solution will continue to operate in line with the Terms of Use and Data Processing Agreements.
- If the provider completely ceases to use both the paid-for and free versions of Accurx and notifies us that they'd like everything deleted, they should ensure a senior clinician and Caldicott Guardian confirm this instruction following the process found at Accurx support.

Working with new providers

Accurx plan to work positively with any new provider to ensure a smooth transition where requested and relevant.

Finally, Accurx would like to take the opportunity to gather feedback around your reason(s) for termination and your experience with Accurx as a supplier, to help improve our offering and support to you, the customer/commissioner, alongside the patient population and practices you serve.

Please feel free to **share any feedback** with your account team directly, or anonymously via our offboarding survey which will be issued once the offboarding process has been completed.

If you have any questions about the offboarding process or wish to get in touch with Accurx again in future please contact partnerships@accurx.com.