



Cinnamon Assess

Service Definition

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Overview

Cinnamon Digital Applications is a British company based in Milton Keynes in north Buckinghamshire. Our mission is to provide digital products that transform the way you work.

We have more than twenty-five years' experience working in UK healthcare and specialise in core technologies including:

- Web based software applications
- Windows applications
- Cloud based platforms

Cinnamon Assess is designed specifically to meet the needs of rapidly changing public services including;

- NHS Trusts
- School Nursing
- Schools
- Parents
- Children

We are 100% confident that using our software generates cash savings from efficiency improvements in your service as well as greatly improved services for patients, parents, carers, children, families, and schools.

Background

Questionnaires and assessments for clinicians, parents, children and schools are largely paper based relying on manual data collection and processing of paper forms. This involves significant time, space, and expensive staff resources to manage the process.

Forms are most often emailed to patients, parents/carers or other professionals and returned by email. This is expensive and time consuming. It is also prone to data quality errors and mistakes with missing or incomplete information causing rework and additional input from staff or other professionals. It is prone to information governance breaches because forms are often lost or misplaced.

Out of date assessment forms stay in circulation. Despite services issuing new paperwork, it is often difficult to ensure new paperwork is completed. Services may receive a new assessment, but it is missing important information about the patient or family.

All services spend large amounts of time sifting, sorting and reporting compliance as well as copying data into other systems. Our digital assessment and questionnaire application manages all of this and removes all the hassle for local teams.

Patients and staff will love the new process. Our software is web-based and available on all platforms including mobile. This means that parents and carers can complete assessments at any time, in any location on any device. Your staff can access the application and complete assessments on the move. It offers complete flexibility and is device agnostic, so it works on android, apple, windows and other platforms.

The reporting functionality included within our applications will give your service significant operational efficiencies. This is because:

- You can record all assessments in one place
- Separate assessments can be created for different services, teams or clinical requirements
- All reporting is available within the application
- Data can be easily exported to other systems

Our reporting tools will allow your team to triage electronically without needing to refer to paper forms.

Benefits

Our software is custom made for all NHS services. It will generate significant benefits and operational efficiencies including:

- **Repeated Assessments Across Age Ranges**
Supports repeated health assessments and check-ins across childhood, adolescence, and transition to adulthood, supporting identification of emerging needs over time
- **Adaptable Assessments**
Configurable assessment content and workflows allow services to rapidly respond to changes in national guidance or local service models without system redesign.
- **Early Identification of Risk**
Validated data capture and automated triage ensure safeguarding concerns, health conditions, and mental health risks are identified quickly and consistently.
- **Improved Data Quality & Clinical Confidence**
Contradiction checks, mandatory fields, and standardised scoring reduce uncertainty and allow nurses to focus on clinical decision-making rather than data validation.
- **Safe Transitions into School**
School Entry Health Questionnaire data is available before term starts, supporting early healthcare planning, reasonable adjustments, and targeted intervention, bridging early years and school services through connected data.
- **Confidential Support for Young People**
Health Needs Assessment workflows maintain privacy while providing clear escalation routes for safeguarding, building trust without compromising safety.
- **Operational Efficiency and Administrative Reduction**
Digital invitations, reminders, triage, referrals, and documentation eliminate paper handling and reduce manual workload across large cohorts.
- **No Lost Follow-Ups**
Structured action tracking and cohort status views ensure every flagged response results in a recorded outcome.
- **Support for Multi-Agency collaboration**
Integrated referrals and shared records facilitate collaboration between School Nursing, specialist services, and education settings.
- **Audit-Ready and Compliant**
Secure access, audit trails, and data governance features support NHS information governance and service assurance.

Features

Cinnamon Assess is a complete application to support health and school questionnaires and assessments. It includes the following features:

- **Fully Configurable**
Assessment structures, workflows, and scoring logic can be configured to reflect updated national guidance or local service requirements.
- **Validated Digital Questionnaires**
Mandatory fields, structured pick-lists, contradiction flagging, and NHS Number validation ensure critical health information is complete, accurate, and linked to the correct child record.
- **Automated Clinical Triage & Risk Scoring**
Built-in rules automatically identify safeguarding concerns, long-term conditions, medication use, and mental health risks, assigning priority flags without manual review.
- **Confidential Self-Completion Interfaces**
WCAG compliant interface and age-appropriate, privacy-aware designs support honest disclosure by parents and young people, with clear explanations of confidentiality limits where safeguarding applies.
- **Integrated CHIS & EPR Updates**
Completed assessments can be added to Child Health Information Services and local Electronic Patient Records (Rio / TPP / EMIS),
- **Structured Referral Generation**
Pre-populated referrals can be generated directly from questionnaire responses for services such as CAMHS, Paediatrics, Continence, or Early Help.
- **Action & Follow-Up Tracking**
Dedicated clinical action tracking allows nurses to log contacts, referrals, advice given, and outcomes, ensuring no flagged issue is missed or lost.
- **Secure Communication & Resource Signposting**
Automated, personalised messages allow nurses to share tailored advice, leaflets, and trusted self-help resources with parents or young people at the appropriate time.
- **Cohort & Service Dashboards**
Real-time dashboards show submission status, review progress, and outstanding actions across entire cohorts, supporting safe transitions and operational oversight.

Pricing

Cinnamon Assess is fully managed by us and hosted on our servers. This means there is no requirement for local infrastructure or development time from IT teams or your local information department.

Cinnamon Digital will provide a complete application that manages all elements of each questionnaire and assessment. This includes:

1. Documents available online 24/7/365
2. Electronic triage to focus on exceptions
3. Digital patient lists
4. Streamlined mobile data entry
5. Full data reporting suite including uptake/completion rates
6. Interoperability and integration with other clinical systems

All fees include the licence to use the applications, installation service, hosting and set up. There is no hidden cost or reliance upon consultancy services.

Software can be purchased directly or through the government digital marketplace known as the g-Cloud framework.

Hosting and Maintenance

Cinnamon Assess is supplied using the software as a service (SaaS) model. There is no requirement for any local hosting including servers, CALs or other Microsoft licencing. The applications are hosted in the Microsoft Azure UK Data Centre.

This model means that we can keep costs lower and reduce the impact on busy Trust IM&T and informatics teams.

Our hosting model includes:

- **Hosting:** includes server provision and scaling, backups, uptime performance monitoring, server updates, security.
- **Maintenance:** includes updates, security patches, bug fix, query resolution, software-related performance issues, installation of new code/scripts, software support, testing, upgrades, migration and development.

The application is licenced to the customer. Users are unlimited.

The applications can be used in all default browsers including those shown below. For the application side we suggest use of Microsoft Edge or Chrome on Windows 11 devices.

- Microsoft Edge
- Firefox
- Chrome
- Safari 9+

Deployment

We will manage the full deployment of our software into your team and will agree the timescales with you.

We guarantee to fully deploy our software within 3-4 weeks. In most cases we would expect to deliver this more quickly given the time pressures on local teams.

The table below shows the key deliverables for implementing the solution and anticipated time required for each element. Dates would be dependent on the final date a contract is agreed.

	Jan-19				Feb-19			
	6	13	20	27	3	10	17	24
Requirements meetings								
Register URL domain								
Local configuration								
Branding								
Reference Data								
School List								
Deploy to Test								
Trust Testing								
Snagging								
Deploy SSL and security								
Deploy to Live								
Complete staff training								
Go live								

Support

We will provide ongoing support to all customers via our dedicated applications support helpdesk. This is available:

- Monday to Friday 09:00 to 17:00

Customer staff can contact our helpdesk directly to resolve issues or for advice and guidance. There is no requirement for desk-to-desk or interim arrangements. We prefer to liaise directly with operational staff so that issues are resolved quickly and effectively.

All calls to our helpdesk will be logged in our service desk application. In agreement with the customer, they will be assigned a priority and resolved according to that status.

We will find a resolution to the issue and agree a timescale with the end user or the customer representative. We will never charge to fix bugs with the system or technical issues with our hosting services.

All customers will receive the very latest versions of our applications at no additional cost during the term of the agreement. This includes the introduction of new features and bug fix upgrades.

Contact Details

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