



Cinnamon Immunisations

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
- Business Intelligence including Tableau
- Data warehousing design and build
- Data analysis and reporting

Our digital immunisation software is designed specifically to meet the needs of NHS immunisation services. The application is custom made to improve all aspects of the immunisation pathway.

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

Background

NHS Immunisation services are largely paper based relying on manual data collection and processing of parental consent forms. This involves significant time, space and expensive staff resources to manage the process.

Consent forms are most often delivered to and collected from local schools. This is expensive and time consuming. It is also inconvenient to schools and prone to information governance breaches because forms are often lost or misplaced.

Immunisation services spend large amounts of time sifting, sorting and reporting compliance to NHS England. Our digital immunisation application manages all of this and removes all the hassle for local teams.

Parents and schools 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 consent forms at any time, in any location on any device. 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 immunisation service significant operational efficiencies. This is because:

- You can triage all children electronically without referring to paper consent forms
- No driving too and from schools collecting paper forms
- All reporting to commissioners is available within the application
- Vaccine waste is reduced because of accurate class lists

Our reporting tools will allow your nursing teams to triage electronically without needing to refer to paper forms. This is a game changer for your service and will bring you fully up to date with other digital ready NHS services.

Benefits

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

- Better patient experience
- Cash savings on paper and transport
- Reduced vaccine wastage because of accurate daily school lists
- Reduced administration
- Digital triage and exception reporting
- Automated reporting suite including reports for NHS England
- Improved relationships with schools
- Faster, more streamlined school sessions
- Kudos with commissioners and other NHS services
- Zero on-site storage for paper records
- No impact on local IT infrastructure and Information teams

This means **significant** time savings for nurses and administration staff with a cash saving of *at least* £3 for every £1 spent.

Pricing

Our electronic consent applications are 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 aspects of the immunisation pathway for all your immunisation programmes. This includes:

1. Collection of consent forms
2. Electronic triage
3. Digital school lists
4. Streamlined mobile data entry of vaccinations
5. Full data reporting suite including uptake rates and NHS England templates
6. Interoperability and integration with other clinical systems

Cinnamon Digital Immunisations is affordable for all NHS Immunisation teams. We understand the current financial climate and make our products available at a realistic and affordable price.

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. Our listing is available to view here:

<https://www.digitalmarketplace.service.gov.uk/g-cloud/services/930918904382296>

Hosting and Maintenance

Our Digital Immunisation application 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 which are fully compliant with all NHS requirements for cloud hosting.

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 Trust. Users are unlimited. The only requirement at the Trust end is for users to register and with the application so that the correct permissions can be assigned.

The applications can be used in all default browsers including those shown below. For the application side (Trust immunisation staff) 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 immunisation team and will agree the timescales with you.

We guarantee to fully deploy our software into your Trust within eight weeks. In most cases we would expect to deliver this more quickly given the time pressures on local immunisation 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

Cinnamon Digital Applications Limited

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