



Shed Collective



A secure digital platform helping ICBs coordinate information and support primary care at scale.



Product Overview

Our product is an award-winning SaaS solution built in close partnership with clinicians to support Primary Care Networks and ICBs. Designed from the ground up through clinical research, service design and ongoing development, it enables the rapid delivery of accessible, compliant and cost-effective web platforms, providing a single, trusted source of information across primary care.

By cutting time spent searching for clinical guidance, pathways and services by **up to 50%**, the Primary Care Platform enables clinicians to focus on patient care. Relevant content is surfaced instantly, supporting safer decisions, smoother consultations and improved productivity.

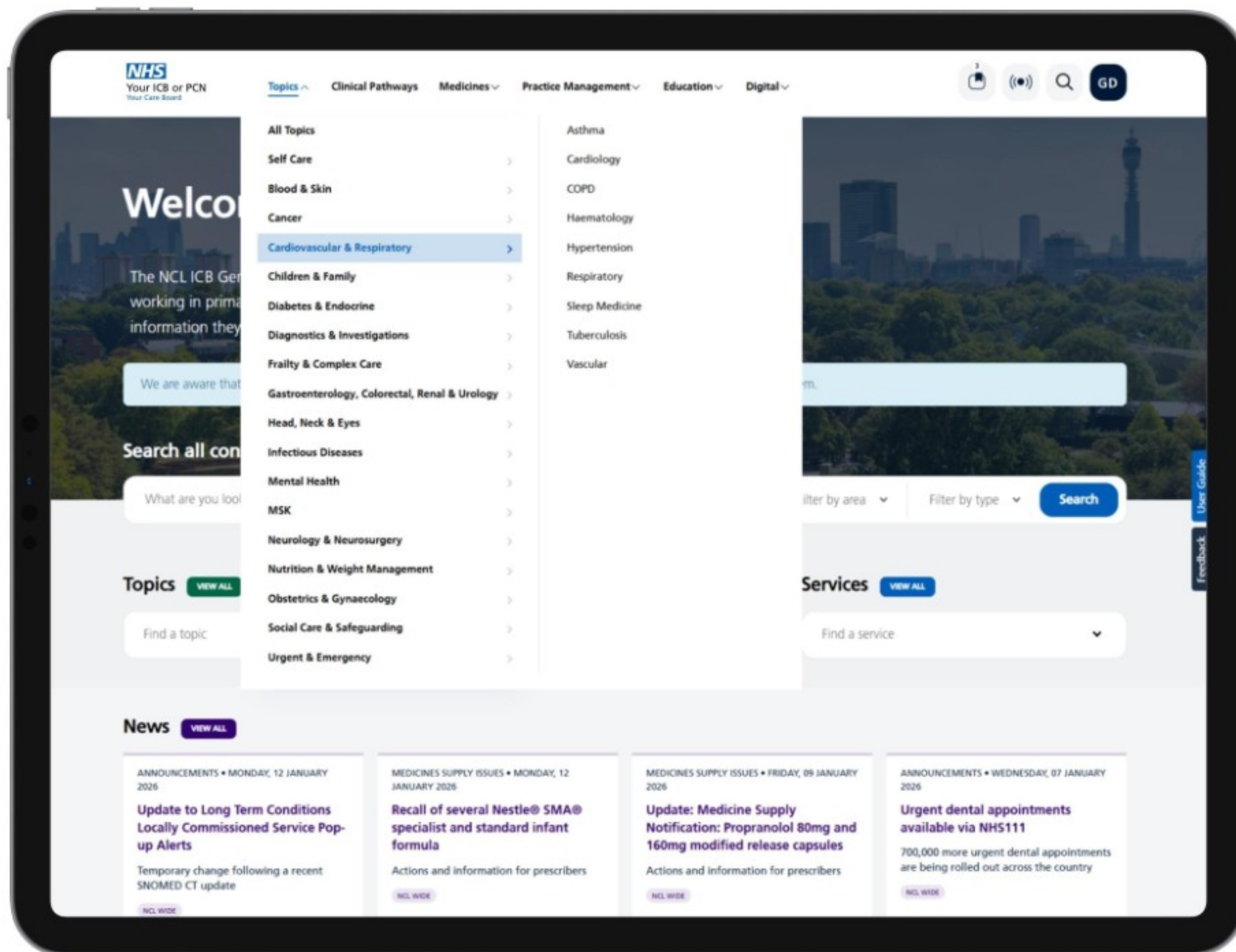
Purpose-built for Integrated Care Systems, the platform provides a shared, trusted foundation for consistent information delivery and joined-up working across primary care.

At its core, the platform supports clinicians and administrators with tools designed for real-world use at the point of care:

- Intuitive, topic-based navigation and intelligent search to quickly locate pathways, services and referral guidance
- Personalised dashboards and bookmarking to ensure efficiency.
- integrated CPD tracking to reduce cognitive load and support professional development.
- Admin tools for content governance, quality assurance, service reviews and local communications.
- Quality alerts and safety notices to ensure timely awareness of clinical updates
- Secure UK hosting, encryption and data protection controls ensure the platform meets NHS standards for resilience, compliance and accessibility.



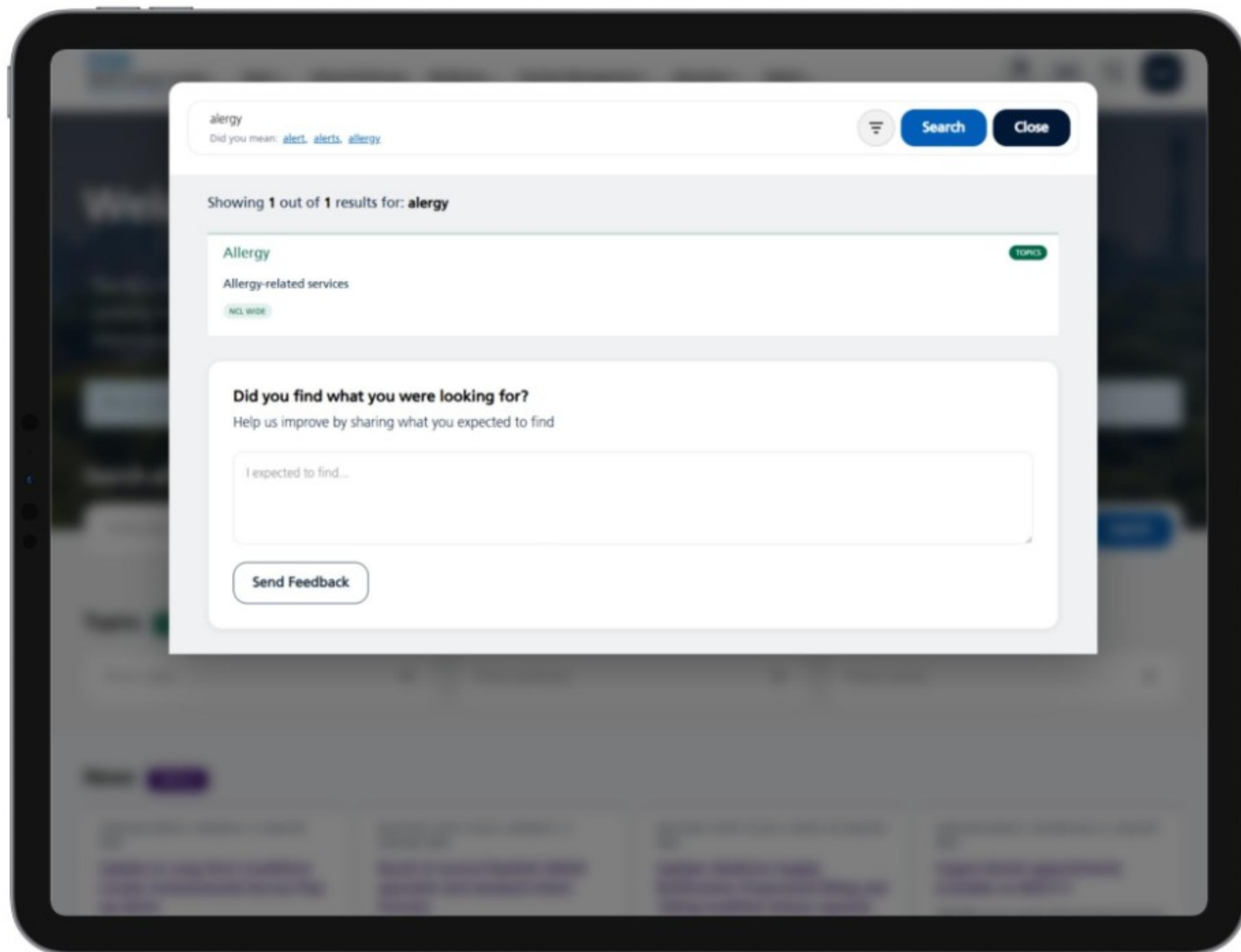
Key features



Content is configurable by administrators, allowing the grouping and nesting to be tailored in a way that makes sense for each locality.

Supports consistent decision-making by ensuring all clinicians access the same agreed topics and pathways.

Intuitive topic-based navigation for rapid access to clinical information.



Search is tuned to prioritise clinically relevant content across topics and services.

Supports faster access to consistent guidance, improving confidence and decision-making.

Search insights and feedback help improve results over time.

Powerful ElasticSearch engine with fuzzy logic and weighted keywords

Mr Gary Duncan's CPD

Connect your FourteenFish account and you can submit CPD records directly from this website

[Connect your FourteenFish account](#)

[Filter](#) [+ Add a new record](#) [Disconnect Clarity Appraisals](#)

Date	Title	Description	Reflection	Score	Clarity Appraisals	FourteenFish	Delete
Monday, 15 December 2025	Service: 987 Inclusion Health	Add	Add	0.5 hours	Sync	Sync	Delete
Monday, 15 December 2025	Service: 987 Inclusion Health	Add	Add	0.5 hours	Added	Sync	Delete
Tuesday, 30 August 2022	Topic: Allergy	Edit	Edit	0.5 hours	Added	Sync	Delete
Wednesday, 04 August 2021	Topic: Children, Young People & Family	Edit	Edit	0.5 hours	Added	Sync	Delete
Thursday, 22 October 2020	Topic: COVID-19	Edit	Edit	0.5 hours	Added	Sync	Delete
Monday, 22 January 2018	External Resource:	Edit	Edit	0.5 hours	Sync	Sync	Delete
Wednesday, 18 October 2017	Pathway: Unknown	Edit	Edit	2.0 hours	Sync	Sync	Delete

CPD activity can be logged directly against topics, services and pathways.

Ensuring it is easier and quicker for clinicians to evidence learning that is relevant to local practice.

Integration with FourteenFish.

CPD tracking and reporting functionality.

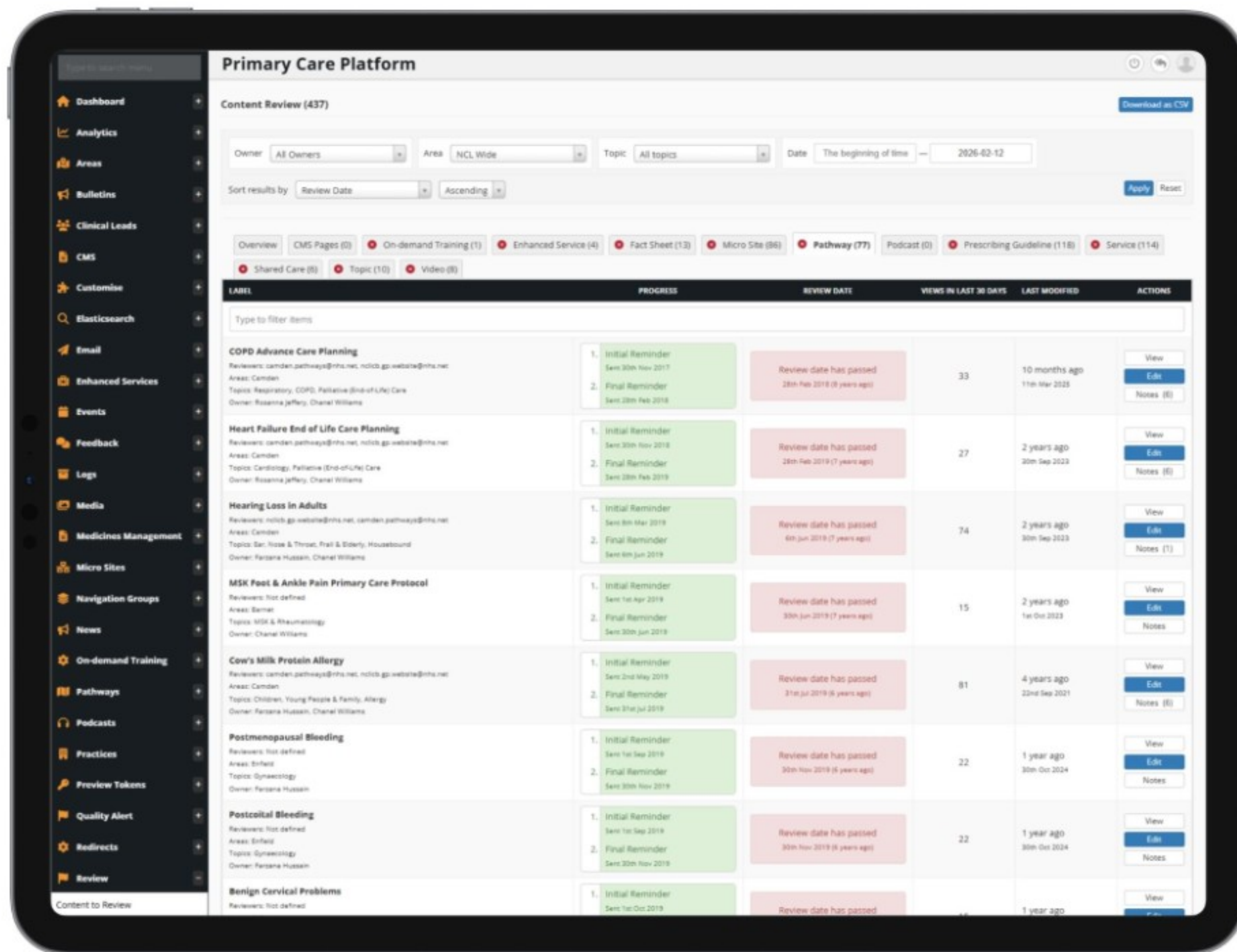
The image shows a tablet screen with a dark blue background. At the top left, the name "Mr Gary Duncan" is visible. Below it, there's a "Connect" button. A modal form is open in the center, titled "Type of Content" with a close button (X) in the top right corner. The form has several sections: "External Resource" with a dropdown menu set to "External Resource"; a text input field for "The name of the external resource"; a text input field for "External Resource URL" with a hint "This should be a full website URL (if applicable)" and an example "i.e. https://gps.northcentrallondon.icb.nhs.uk/"; a text input field for "Description" with a hint "Enter your description here..."; a text input field for "Reflection" with a hint "Enter your reflection here..."; and a dropdown menu for "CPD Credit Hours" set to "2:30 hours". At the bottom of the form is a blue "Save" button with a right arrow. In the background, a table of records is visible with columns for "Date" and "Topic".

Date	Topic
Monday, 15 December 2025	Service: 987 Inclusion
Monday, 15 December 2025	Service: 987 Inclusion
Tuesday, 30 August 2022	Topic: Allergy
Wednesday, 04 August 2021	Topic: Children, Young
Thursday, 22 October 2020	Topic: COVID-19
Monday, 22 January 2018	External Resource
Wednesday, 18 October 2017	Pathway: Unknown

CPD activity is recorded directly within the platform, including reflections, supporting links and credited hours.

Records are structured to support appraisal and revalidation, with certificates generated automatically to reduce administrative burden and ensure professional compliance.

Automated CPD certification generation for professional compliance.



The platform includes robust administrative tools to manage the full content lifecycle, from ownership and review scheduling to expiry and audit visibility.

This ensures information remains accurate, current and governed, supporting safe and consistent clinical decision-making across primary care.

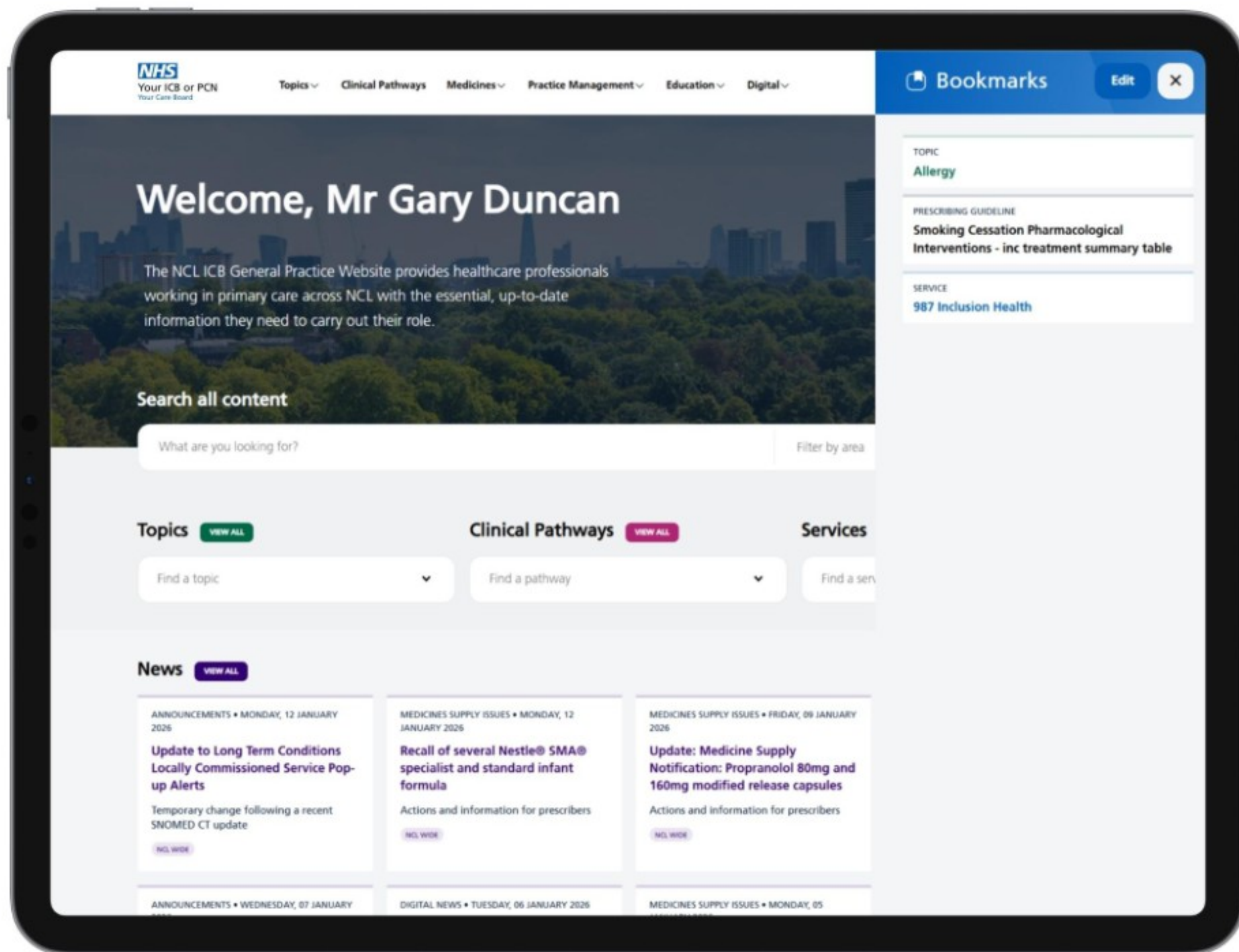
Automated CPD certification generation for professional compliance.

The screenshot shows the NHS 'Submit a Quality Alert' form on a tablet. The top navigation bar includes the NHS logo, 'Your ICB or PCN', and various menu items like 'Topics', 'Clinical Pathways', 'Medicines', 'Practice Management', 'Education', and 'Digital'. The main heading is 'Submit a Quality Alert' with a 'WCL WIDE' tag and buttons for '+ Add to Bookmarks' and '+ Add to CPD'. The form itself is divided into two main sections. The left section contains the following fields: 'Area in which this issue occurred*' (a dropdown menu with 'Please select'), 'The date this issue occurred' (with a note 'Dates should be in YYYY-MM-DD format' and a text input field), 'Name of person reporting alert *' (text input with 'Gary Duncan'), 'Email of person reporting alert *' (text input with 'g@shedcollective.org'), 'Role of person reporting alert*' (a dropdown menu with 'Please select'), and 'Which practice is raising this alert? *' (a dropdown menu with 'Archway Primary Care Team'). The right section contains two informational boxes: a pink one stating 'Do not include any Patient Identifiable Information in your alert. Do not raise safeguarding concerns through the Quality Alert Form.' with links for 'Safeguarding Adults' and 'Safeguarding Children'; and a blue one stating 'For patient safety incident reporting, visit the Submit a Patient Safety Incident Report page. To contact the Quality team e: email@nhs.net'. Below these is a section titled 'Your ICB Quality Alert System' which explains that the ICB QAS is a web-based system for raising quality concerns and acts as an early warning system. It also notes that the QAS is not for formal complaints.

The platform includes an integrated quality alert system that enables primary care staff to submit safety concerns and service issues through a structured form.

Alerts are routed to the appropriate teams, supporting early identification of risks, timely investigation and continuous improvement in patient safety and service quality.

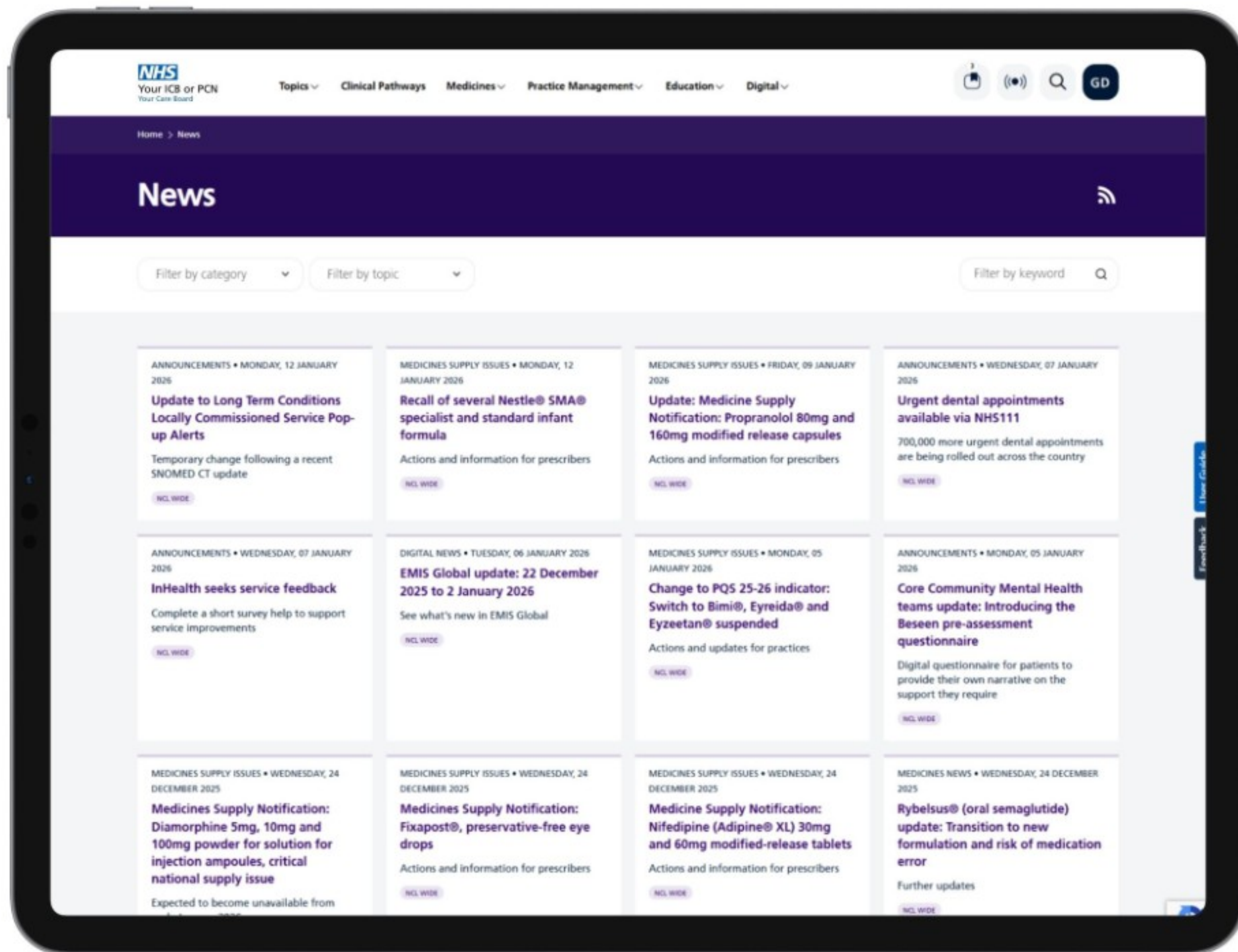
Automated quality alerting system for clinical updates and safety notices.



The platform includes a personal bookmarking and favourites system, allowing clinicians to save and organise frequently used topics, pathways and services.

This reduces time spent searching and supports faster access to trusted information in everyday clinical workflows.

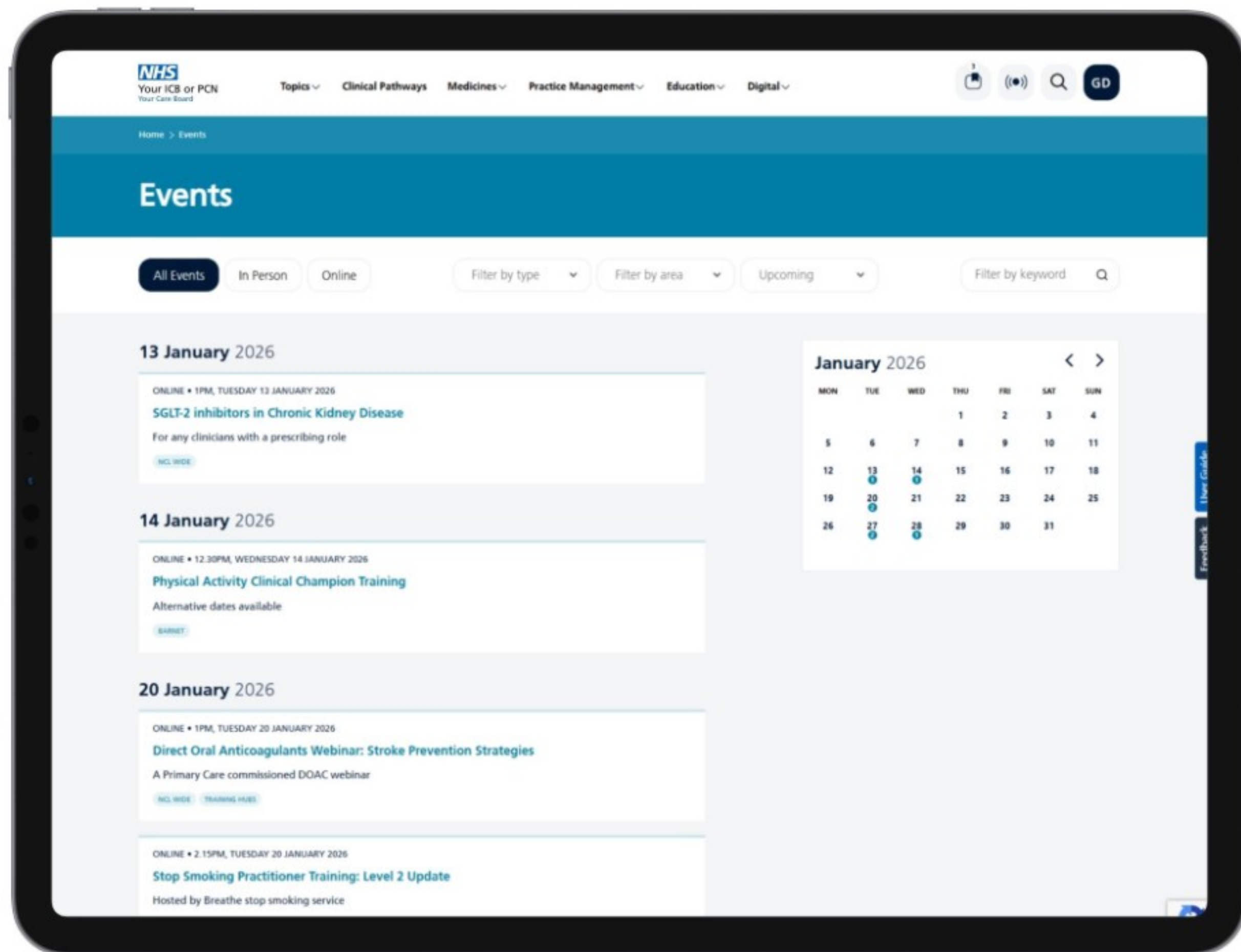
Bookmarking and favourites system to save and organise key resources.



The platform includes a dedicated news and announcements module, enabling central teams to publish timely updates, safety notices and service information.

Content can be categorised and filtered, ensuring clinicians receive relevant updates in a consistent and trusted environment.

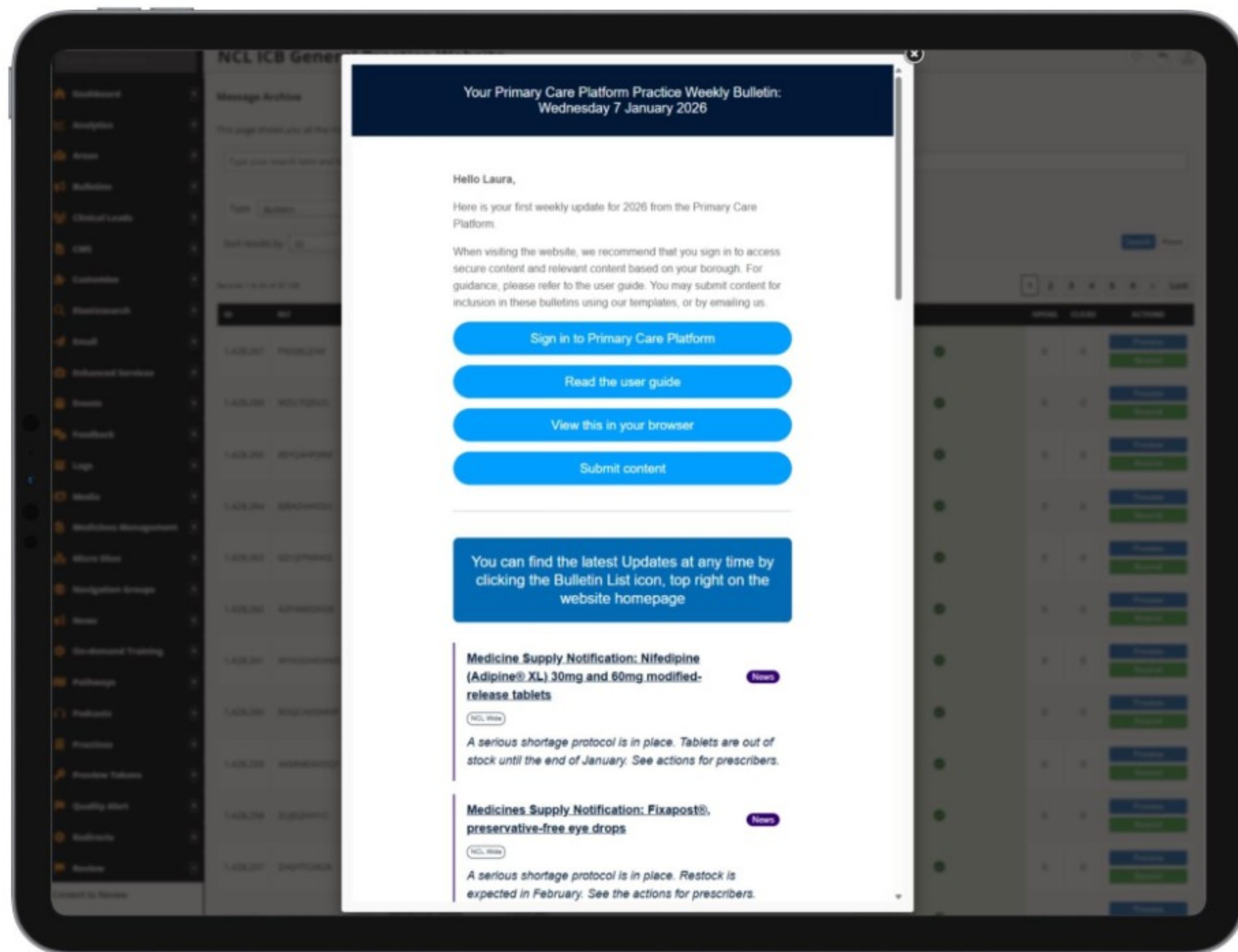
Built-in news module for sharing updates across clinical networks.



The platform includes a dedicated events module for managing and promoting education, training and CPD sessions.

Events can be filtered and viewed by date or format, improving visibility of learning opportunities and supporting ongoing professional development across primary care.

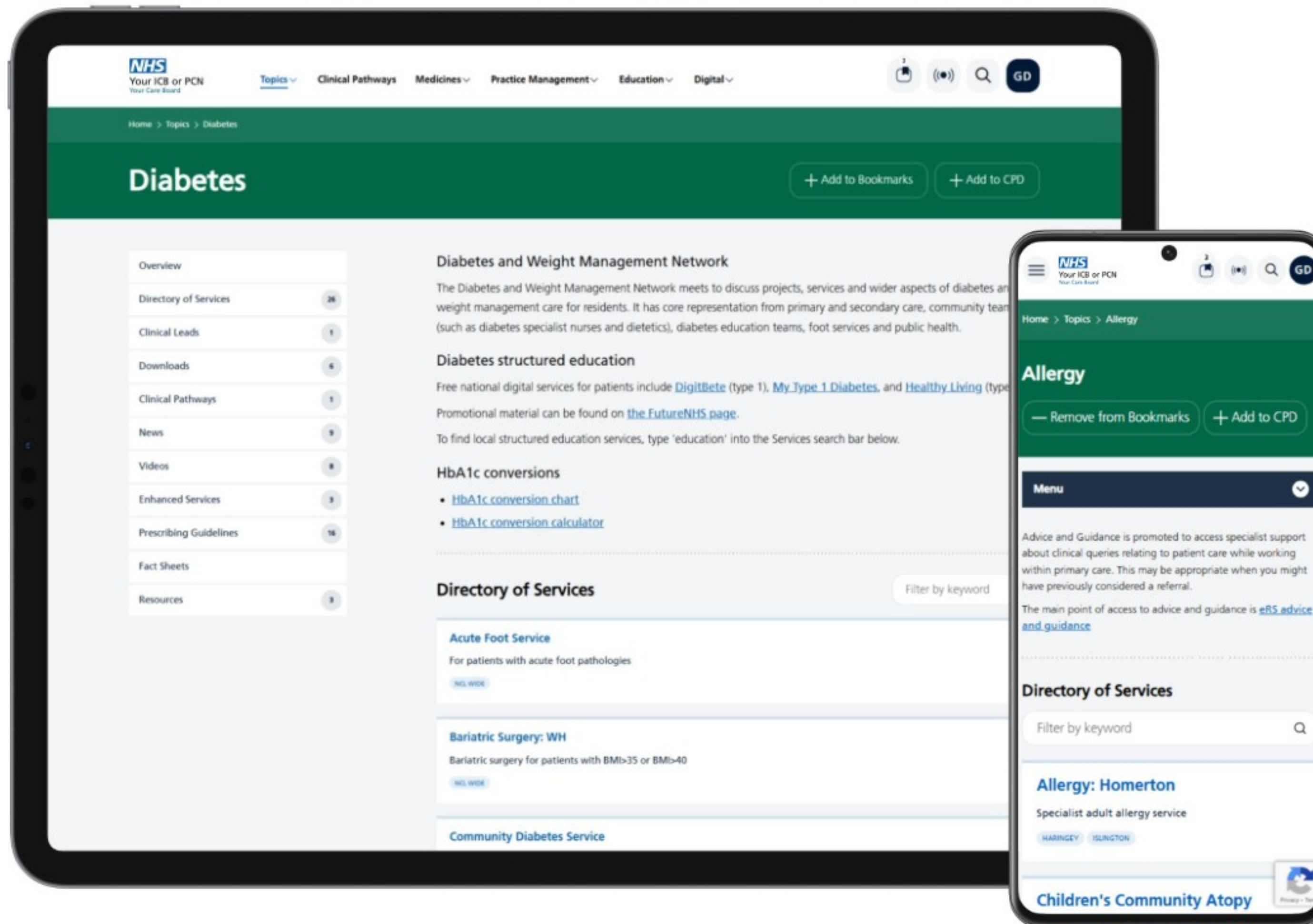
Events module for managing education, training, and CPD sessions.



The platform includes a bulletin and resource-sharing module that enables local teams to distribute guidance, updates and materials directly to practices.

Content is linked back to the authoritative source within the platform, ensuring consistency, traceability and easy access to the latest information.

Resource-sharing module for distributing local guidance and materials.



Fully responsive, accessible interface optimised for clinicians and mobile devices.

“

Shed Collective designed and delivered our GP Website and have provided ongoing support, maintenance, and development for over eight years. They have a strong understanding of our requirements and consistently deliver practical, reliable solutions.

The service is well managed, stable, and continues to evolve to meet our needs. The team are always friendly and respond to our requests with a 'can do' attitude. I would totally recommend Shed.

Sonali Roy

GP Website Manager (NHS North Central London ICB)



Customisation



Organisational Branding

The platform can be tailored to reflect each organisation's identity, including logos, colour palettes, imagery and overall visual styling. This ensures the service feels familiar and trusted for local teams, while remaining fully compliant and consistent with NHS standards.



Structural & Functional Setup

Editorial layouts, topic structures and functional modules can be configured to support local pathways, governance processes and operational priorities. These configurations are delivered in collaboration with our team, ensuring the platform aligns with how each organisation works in practice.



User Personalisation

Individual users can personalise their experience by setting their role, locality and clinical interests within the interface. Dashboards and content feeds then surface only the most relevant information, helping users access what they need quickly and efficiently.



Consistent & Scalable Experience

This dual approach to customisation allows the platform to adapt to diverse healthcare settings without increasing complexity. A consistent, accessible experience is maintained across all devices, supporting scale while preserving ease of use.



Included Support & Maintenance



Support Availability

Our target service availability is 99.9% during office hours (Monday to Friday, 9am–5pm, excluding public holidays). Support is available via email and online ticketing. All requests are logged, monitored and managed to ensure continuity of service.



Response & Resolution

Issues are prioritised by severity, with critical faults affecting access or clinical functionality acknowledged immediately and resolved as a priority. High-priority issues are addressed within agreed timeframes, while minor issues are scheduled into planned maintenance cycles.



Ongoing Monitoring & Maintenance

We provide continuous monitoring, maintenance and proactive issue identification. This ensures potential problems are detected early and resolved quickly to maintain reliable performance.



Dedicated Support Team

Support is delivered directly by our in-house development and operations team, overseen by a dedicated account manager who ensures clear communication, progress tracking and escalation where required.



Security, Compliance & Governance



Secure UK Cloud Infrastructure

Hosted on resilient UK and EEA cloud infrastructure with encrypted data storage, regular backups and independent hosting per client. Designed for high availability, isolation and NHS-grade reliability.



Data Protection & Encryption

All data is encrypted in transit (TLS 1.2+) and at rest, with secure backup, retention and sanitisation processes aligned to GDPR and public sector expectations.



Access Control & Authentication

Role-based access with enforced multi-factor authentication (MFA) and 2FA for admin users. Management access is restricted, logged and regularly reviewed to prevent unauthorised use.



Governance, Monitoring & Assurance

Security is governed at senior level and aligned with the UK Government Software Security Code of Practice. Continuous monitoring, defined incident management and regular audits ensure ongoing protection and resilience.



Your Team

We're Shed, and we deliver digital transformation for healthcare and public sector organisations, specialising in enterprise-grade solutions that bridge design, technology, and user experience.

Fully remote with roots in Edinburgh, London, and Lisbon, our team has spent fifteen years designing and developing websites, platforms, and digital services for the NHS, healthcare providers, and mission-driven organisations. We operate as a senior, distributed team of eight core members, supported by a trusted partner network for specialist requirements.

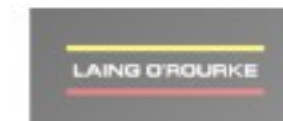
Our expertise spans modern frameworks, content management systems, and AI-enabled tooling. Lean and agile by design, we work closely with clinical, operational, and digital teams to deliver secure, scalable products that balance compliance, resilience, and accessibility with exceptional user experience.

We turn **ambitious ideas** into **digital realities** that drive **lasting impact**.



We're the team behind the Primary Care Platform - an award-winning SaaS product created from the ground up through clinician-led research, design and development eight years ago. Today, the platform supports **8000** users across GP practices, Primary Care Networks and Integrated Care Boards, providing a secure foundation for collaboration across primary care.

Alongside the platform, we bring over fifteen years' experience delivering enterprise-grade digital products for the NHS, public sector and complex organisations. Combining strong design with dependable engineering, we build scalable, secure digital services that bring data, workflows and users together, shaped by real operational and clinical needs.





Thank you