

EBO's Neighbourhood Health AI Solution

1. Service Overview

The Neighbourhood Single Point of Access (SpOA) (Solution) provides a unified, conversational front door for residents across Integrated Neighbourhood Teams, accessed directly through the NHS App or via accessible omni-channel options such as SMS, WhatsApp, voice and web. The service enables faster, more inclusive access to community, mental health, social care and voluntary sector services.

The Solution is built using EBO's AI-powered engagement platform and integrates seamlessly with EMIS, TPP SystmOne, community EPRs, Shared Care Records and local Directories of Services. It simplifies access, reduces duplication, and frees capacity within neighbourhood teams by automating routine tasks, triage, booking and follow-up.

2. Key Features

- Conversational access via the NHS App with multilingual and literacy-adaptive design
- Structured intake and triage linked to neighbourhood Directory of Services
- Real-time interoperability with EMIS, TPP, community EPRs and Shared Care Records
- Automated booking, reminders, caseload updates and follow-up actions
- Prevention outreach for long-term conditions, frailty, mental health and inequalities
- Omni-channel access supporting digitally excluded residents
- Real-time neighbourhood analytics for demand, engagement and outcomes
- Role-based access and audit trails for clinical and operational governance

3. Benefits

- **Improves access** by delivering one trusted digital entry point
- **Reduces inequalities** with multilingual, inclusive communication
- **Frees staff capacity** through automation of booking, reminders and enquiries
- **Streamlines MDT coordination** across primary, community, mental health and social care
- **Improves prevention** using targeted cohort outreach and behavioural nudges
- **Enhances experience** by reducing hand-offs and repeated storytelling

4. Technical Architecture



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The service is cloud-hosted in UK sovereign Azure regions with ISO27001, Cyber Essentials Plus and NHS DSPT alignment. All data in transit is protected with TLS 1.2+ and encrypted at rest using AES-256. API-first design supports REST, HL7 and FHIR integrations, enabling safe read/write operations across neighbourhood systems.

Microservices architecture ensures resilience, autoscaling and high availability. Real-time monitoring and protective security tooling provide continuous threat detection and incident response.

5. Onboarding and Implementation

Onboarding includes configuration workshops, pathway design, integration setup, and role-based training. Neighbourhoods receive a dedicated Customer Success Manager and clinical safety oversight. Implementation typically requires minimal time from NHS IT teams due to the platform's integration-first design.

6. Pricing and Licensing

A subscription model applies per neighbourhood per year, including access to all core Solution features, updates, SLA-governed support, integration maintenance and analytics. Optional modules include proactive prevention outreach, additional workflow automation, and enhanced MDT coordination tools.

7. Support and Service Levels

Support is included via email and ticketing, with response times aligned to severity. Critical issues receive a one-hour response. A public status dashboard and incident notifications are available. A named Customer Success Manager oversees quarterly reviews, optimisation and roadmap alignment.

8. Data Protection & Security

The service adheres to UK GDPR, NHS DSPT, DCB0129 and ISO27001 controls. All data is stored in UK regions only. DPIA and DSA packs are provided, with data minimisation and purpose limitation applied throughout.

9. End-of-Contract Process

Data extraction is included in standard pricing. Buyers receive full datasets in CSV format. Integrations are decommissioned safely, and encrypted data destruction follows confirmation of successful migration. Optional extended support or bespoke data restructuring can be provided at additional cost.



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10. Target Users

- Integrated Care Boards
- Local Authorities and Place Partnerships
- Community Health Providers
- Primary Care Networks
- Mental Health and Social Care Teams
- Voluntary and Community Sector Partners

11. Ideal Use Cases

- Establishing a neighbourhood Single Point of Access
- Reducing hand-offs and duplication across MDTs
- Improving access for underserved communities
- Providing preventive outreach for LTCs and frailty
- Streamlining community referrals and bookings

12. Compliance & Standards

- WCAG 2.2 AA accessibility
 - ISO27001 Information Security
 - Cyber Essentials Plus
 - UK GDPR & NHS DSPT
 - DCB0129 Clinical Safety
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