Service Definition
Digital Mental Health Platform and Services

Supplier
Dr-Julian Medical Group Ltd

1. Service overview
We provide a digital mental health platform that supports the delivery and management of mental health and ADHD services for public sector organisations.

The service is available through two delivery models:
• Managed clinical services, where care is delivered through our network of qualified clinicians.
• Platform licensing, where organisations use the platform with their own clinical workforce.

The service supports individual care pathways and population-level programmes and can be configured to meet local service requirements.

2. Service scope and functionality
• Appointment booking and scheduling
• Secure video consultations
• Electronic health records
• Digital assessments and outcome measures
• Personalised digital resource libraries and self-management tools
• Reporting and performance dashboards
• Workforce and capacity management
• Financial and activity reporting
• Clinical supervision workflows

Multiple service lines and programmes can be delivered within a single deployment using a multi-tenancy model.

3. Customisation and configuration
The service is highly configurable without software development. Configurable elements include service pathways, assessments, booking rules, digital resource libraries, branding, user roles, permissions, and reporting dashboards.

Authorised administrators manage configuration through the platform interface. Additional configuration and integration can be supported via APIs where required.

4. Service delivery and access

The service is accessed via a secure web application and dedicated iOS and Android applications. The web application is fully responsive and optimised for desktop, tablet and mobile devices.

The platform is hosted on Amazon Web Services (AWS) within the United Kingdom and accessed securely over the public internet. No private public-sector network connection is required.

5. Onboarding, training and support

Structured onboarding is provided including service configuration, remote onboarding sessions, online training, documentation and in-system guidance.

Ongoing support is provided via email and online ticketing during agreed support hours.

6. Security and information governance

The service aligns with ISO/IEC 27001, Cyber Essentials Plus, NHS DSP Toolkit and NHS DTAC. It includes encryption of data in transit and at rest, role-based access controls, audit logging and annual CREST-approved penetration testing.

7. Availability, resilience and disaster recovery

The service guarantees 99.9% availability, measured monthly excluding planned maintenance. It is deployed across multiple AWS Availability Zones.

Data is backed up regularly with tested recovery processes. Recovery objectives are available on request.

8. Reporting and audit

The platform provides dashboards and reports covering activity, outcomes and operational performance. Authorised administrators have access to real-time audit logs retained for at least 12 months.

Audit information relating to supplier activity is available on request.

9. Data management and exit

Data can be exported in open formats including CSV and via secure APIs. Medical records are retained in line with statutory requirements and securely deleted or anonymised following contract end.

10. Pricing

Pricing is published separately in the Digital Marketplace pricing document.

11. Contractual information

The service is available through the G-Cloud framework. Contract terms and service levels are agreed at the point of purchase.