



myPatientSpace

G-CLOUD 15 SERVICE DEFINITION DOCUMENT

Digital Health & Virtual Ward Platform for
Remote Patient Monitoring & Engagement

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1. Introduction

1.1 Company Overview

myPatientSpace is a proven digital health company specialising in the delivery of secure, interoperable remote care and virtual ward services for public health systems. Founded in Ireland and operating internationally, the company works in close partnership with clinical and operational teams to design, deploy and scale digitally enabled care services that support safe, efficient and patient-centred care beyond traditional hospital settings.

The myPatientSpace platform is live across **public health systems, private healthcare providers and life sciences programmes**. It has supported services across **three global regions**, including **large European H2020 programmes**, and is used to deliver both **routine clinical care** and **regulated clinical and real-world evidence programmes**.

Programmes delivered using myPatientSpace include **award-recognised digital health services** and have contributed to **peer-reviewed publications, posters and evaluated use cases** across public health, research and innovation settings. These deployments reflect **sustained, real-world operation** rather than pilot activity.

The platform is a **CE-marked Software as a Medical Device** and is certified to **ISO 13485 and ISO 27001**. myPatientSpace is **ORCHA-assessed** and operates on **NHS frameworks**, supporting regulated deployment across **acute, community, primary care and national services**.

To date, myPatientSpace has supported **over 60,000 patients** and processed **more than 30 million remote monitoring data points** within live clinical services. Services are delivered using a **single configurable platform** that can be adopted by **individual NHS departments** and scaled to **regional or national programmes**, with all implementations **co-designed with clinical teams** and embedded into existing operational workflows. The platform today supports services across respiratory, sleep medicine, renal care, cancer, cardiology, diabetes, stroke rehabilitation and other long-term conditions.

1.2 Proven Outcomes and National-Scale Delivery

myPatientSpace has delivered population-scale remote health monitoring, virtual ward and digitally enabled care coordination services, supporting both local innovation and large-scale roll-out models.

Across existing deployments, the myPatientSpace platform has demonstrated:

- Operation across national and regional health systems
- Support for tens of thousands of patients concurrently
- Processing of tens of millions of remote monitoring data feeds
- Sustained 99.9%+ platform availability
- Multi-year live services with continuous optimization
- High levels of patient satisfaction and engagement have been reported across multiple live services.

Independent evaluations, published studies and service audits have demonstrated measurable benefits, including:

- Reduction in emergency department attendances and avoidable admissions
- Reduced inpatient length of stay and supported early discharge
- Earlier detection of deterioration and improved adherence
- Operational and economic efficiencies at service and system level
- High patient satisfaction and confidence in digital care models

These outcomes have been achieved using the same configurable myPatientSpace platform offered through G-Cloud, evidencing direct transferability to new NHS services.

2. Value Proposition

myPatientSpace provides an end-to-end digital health service enabling individual NHS departments, services and clinics to design, deploy and operate remote care, virtual wards, care pathways and integrated care models tailored to their local team and pathway.

While the platform has been proven at regional and national scale, it is intentionally designed to also support department-led deployment, allowing services to adopt and own digital pathways without requiring large-scale transformation programmes.

myPatientSpace also supports larger programme-level and national deployments. At programme and system level, myPatientSpace supports standardisation, governance, reporting and operational oversight across multiple services, while preserving local configuration and departmental autonomy if required. Services may begin with a single

NHS department or pathway and expand over time or may start as a broader programme spanning multiple teams, organisations, Integrated Care Systems or national services. In all cases, pathways can be configured to reflect local team workflows while enabling shared governance, reporting and alignment where required.

The platform supports the full continuum of care, including:

- Virtual wards
- Admission avoidance and early supported discharge
- Long-term condition management
- Cancer treatment and monitoring pathways
- Diagnostic and specialist ambulatory services
- Neighbourhood and place-based care models
- Patient-initiated follow-up and self-management

Key benefits include:

- Safe management of patients at scale outside hospital settings
- Reduced pressure on inpatient beds and outpatient clinics
- Flexible operating models aligned to local workflows and staffing models
- Improved patient experience, engagement and outcomes
- Rapid pathway configuration using a no-code environment

3. Service Delivery Models

myPatientSpace is designed to adapt to differing clinical, operational and workforce models, including NHS neighbourhood and place-based care approaches.

3.1 Software-Led Model

Healthcare organisations use the myPatientSpace platform to configure and operate their own digital pathways, virtual wards, cancer services and neighbourhood care models. myPatientSpace provides the secure platform, configuration tools, training and technical support.

3.2 Hybrid Managed Service Model

myPatientSpace delivers platform provision, pathway configuration, training, reporting, service optimisation and optional device logistics, while clinical and neighbourhood teams retain responsibility for patient monitoring, coordination and escalation.

3.3 Fully Managed Digital Service (Optional)

Where required, myPatientSpace can support fully vendor-managed digital services in partnership with accredited clinical and logistics partners. This may include patient onboarding, device provisioning, compliance monitoring and defined escalation workflows, operating under agreed NHS clinical governance arrangements.

4. Products in Detail

Multi-Pathway, Multi-Device Platform

myPatientSpace is designed to support **multiple clinical pathways and device types concurrently within a single platform**, enabling organisations to deploy and scale services across conditions, care settings and populations without introducing additional systems.

The platform currently supports, and has been deployed across, a wide range of pathways including (but not limited to):

- Virtual wards (acute, step-up, step-down)
- Respiratory care (COPD, asthma, sleep apnoea)
- Oncology and cancer treatment support
- Renal and chronic kidney disease management
- Diabetes and cardiometabolic conditions
- Cardiology and hypertension
- Stroke rehabilitation and early supported discharge
- Chronic pancreatitis and complex specialist pathways
- Neighbourhood, community and integrated care models

Multiple pathways can operate in parallel on the same platform, each with its own configuration, governance rules, devices, workflows, dashboards and reporting.

The platform is device-agnostic and supports integration with a broad range of medical devices and wearables, including spot-measurement and continuous monitoring technologies. myPatientSpace has proven capability to ingest, process and act on data from multiple devices simultaneously.

This approach enables organisations to manage portfolios of pathways and services within a single enterprise platform, rather than deploying multiple condition-specific point solutions.

Medical Device and Non-Medical Pathway Support

myPatientSpace supports both regulated medical device pathways and non-medical digital care pathways within a single configurable platform. Medical device functionality (such as remote monitoring and clinical decision support) operates within the scope of the platform's CE-marked Software as a Medical Device. Non-medical pathways (such as care coordination, scheduling, task management and patient engagement) are clearly separated and operate outside medical device regulation.

Rapid Configuration & Extensibility

myPatientSpace is a no-code platform that can be rapidly configured to support new clinical pathways, devices and service models without software redevelopment.

Configuration includes:

- Pathway logic, rules and escalation thresholds
- Assessments, PROMs and questionnaires
- Device integrations and data mappings
- Content, messaging and engagement strategies
- Dashboards, reports and task automation

This approach enables rapid adaptation to emerging clinical priorities, new devices, evolving guidelines and local service requirements, as evidenced by repeated deployment across new pathways in national and regional services.

myPatientSpace is a comprehensive, no-code, medical-grade digital health platform comprising:

- Patient App (iOS, Android, Web)
- Clinical & Staff Portal (Web)
- Staff Mobile App (iOS)
- Administrative & Configuration Portal
- Secure Cloud Platform

The platform supports:

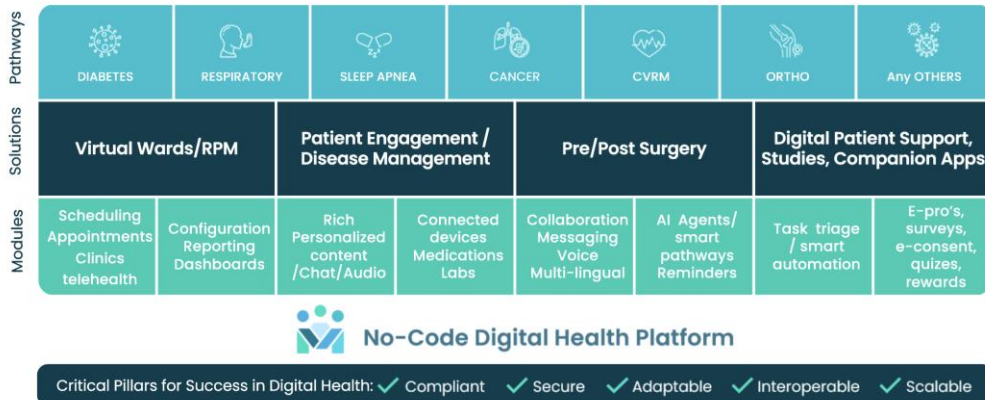
- Configurable care plans and pathway automation
- Remote monitoring via PROMs, assessments and connected devices
- Intelligent alerts, thresholds and escalation rules
- Secure messaging, video consultations and collaboration
- Smart scheduling, appointments and task management
- Rich patient education and engagement content
- Integration with EHRs, PAS systems and third-party devices

All configuration is delivered through a no-code interface, enabling rapid deployment and continuous refinement without software development.

Modules and solutions



that can be configured for any Digital Health Program
with **no code** and **supercharged with AI**



5. Remote Monitoring & Devices

myPatientSpace supports both spot and continuous remote monitoring, integrating with a wide range of medical devices and wearables. The platform has proven integration with a wide range of CE-marked medical devices across multiple manufacturers and supports mixed device estates within a single service. Data may be captured automatically via Bluetooth, server-side integrations or entered manually where appropriate.

Supported data includes vital signs, symptom scores, functional measures, activity, sleep and condition-specific metrics. Thresholds, interpretations, charting, scoring systems and escalation rules are fully configurable by pathway.

Device strategies may include bring-your-own-device, managed device provision or hybrid approaches depending on service requirements.



6. Care Coordination, Scheduling & Engagement

myPatientSpace is configured in partnership with each NHS department or service to ensure digital pathways reflect **local clinical practice, team structures and escalation processes**, rather than applying a fixed template.

Smart Scheduling (Including Cancer Regimens)

myPatientSpace includes a sophisticated scheduling engine designed to support complex care regimens, including oncology and cancer pathways. Capabilities include regimen-aligned scheduling, automated appointment creation, reminders and coordination across services, with PAS integration where required.

Goals, Tasks & Automation

The platform supports goal setting and progress tracking for patients, carers and MDTs. Goals may be clinical, functional or behavioural and linked to care plans, PROMs and outcomes. Automated task creation, assignment, escalation and audit support efficient management of complex workflows across health and social care.

Neighbourhood, Social Care & Integrated Care

Departments can deploy myPatientSpace to support their own services while also enabling collaboration across neighbourhood, community, social care and voluntary sector partners where appropriate. Pathways, dashboards and tasks can be shared selectively across authorised MDT members.

Communication, Engagement & Behaviour Change

The platform enables secure, multi-channel communication including messaging, automated nudges, video consultations and personalised educational content. Behaviour-change support is embedded through adaptive reminders, feedback and content aligned to patient data.

Video consultations and reporting outputs can be integrated with enterprise collaboration and analytics platforms where required.

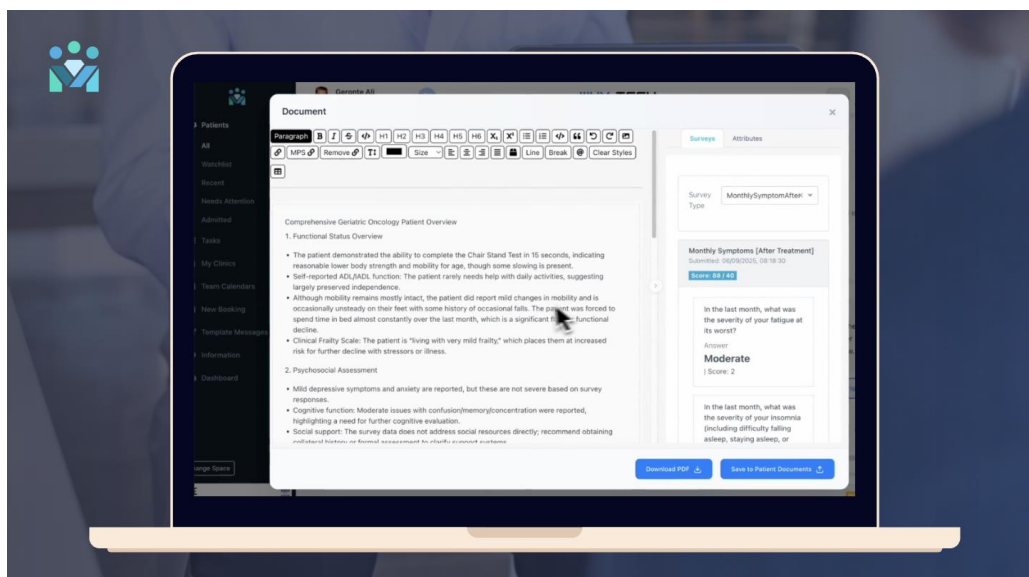
7. AI Agent Layer, Smart Documents & Reporting

AI Agent Layer

myPatientSpace supports an optional AI agent layer that augments clinical and operational workflows under defined governance, permissions and audit controls. AI agents can assist with summarisation of patient data, drafting of clinical summaries and handovers, triage preparation, task pre-processing and controlled conversational querying for staff. All outputs are transparent, reviewable and editable, ensuring clinical accountability.

Smart Documents

Smart document functionality enables automated generation of care plans, clinic letters, discharge summaries, MDT notes and patient-facing instructions using live patient data and configurable templates. This can optionally be supported by AI-assisted drafting in sections, subject to configuration and governance, with clinicians retaining final editing and approval authority. All access; versioning and distribution is audit-logged.



Configurable MDT Dashboards & Smart Reporting

Fully configurable dashboards support MDT working across neighbourhood, community, primary and specialist care. Dashboards can display patient risk, alerts, tasks, workload distribution and pathway KPIs, tailored by role. Reporting supports operational oversight, outcomes measurement and service evaluation, with optional AI-assisted insight summarisation under human review.

8. Multilingual & Voice-Enabled Access

myPatientSpace is designed to support digital inclusion and accessibility. The platform supports multilingual deployment for content, assessments and communications. Optional voice-enabled capabilities support voice input for symptom reporting, questionnaires and notes, and voice-assisted navigation, supporting diverse populations and accessibility needs.

9. Information Governance, Clinical Safety & Intended Use

myPatientSpace operates under certified ISO 13485 and ISO 27001 management systems. The platform supports GDPR compliance, NHS clinical safety standards (DCB 0129 and DCB 0160) and structured risk management aligned to ISO 14971. All data access, actions and changes are fully audit-logged.

Intended Use & Service Limitations

The myPatientSpace platform is intended to support digitally enabled care coordination, remote monitoring, virtual wards, neighbourhood care and patient engagement under the oversight of appropriately qualified healthcare professionals.

The service: - Supports, but does not replace, clinical judgement or decision-making - Is not an emergency or real-time critical response system - Operates within locally defined clinical governance, escalation protocols and operating procedures

Clinical responsibility always remains with the commissioning organisation and care teams.

Accessibility & Digital Inclusion

myPatientSpace is designed to support inclusive access across diverse populations. The platform aligns with recognised accessibility best practices, including WCAG 2.1 AA principles, and supports assisted digital models through multilingual deployment, voice-enabled interactions, carer access and flexible onboarding approaches.

10. Implementation & Onboarding

Implementations follow a structured, collaborative co-design approach with the commissioning NHS department or service including service design, pathway configuration, governance sign-off, training, pilot go-live and scale-up. Timelines are tailored to service complexity and designed to enable rapid deployment with minimal disruption.

Typical implementation stages include:

1. Department-led or service-led design and pathway co-creation
2. Configuration of workflows, dashboards, tasks and escalation rules aligned to the team
3. Information governance and clinical safety sign-off
4. Role-based training and readiness testing
5. Pilot go-live
6. Iterative optimisation and expansion to additional pathways or teams if required

Services may start with a single pathway or department and expand over time to additional services, populations or care settings as needs evolve.

11. End of Contract

At contract end, myPatientSpace supports structured service transition including secure data export, user deactivation and data deletion in line with NHS requirements and client instructions.

12. Service Levels & Support

myPatientSpace provides responsive, structured support services aligned to NHS operational requirements.

Support services include: - Platform availability target of 99.9%+ - Role-based support for clinical, operational and administrative users - Incident prioritisation based on severity (critical, high, standard) - Defined response and resolution targets agreed at service onboarding

Support is provided via secure ticketing, email and agreed escalation routes. Enhanced support models can be agreed depending on service criticality and scale. Critical incidents responded to within agreed timeframes.

13. Interoperability & Open Standards

Interoperability is a core architectural principle of myPatientSpace, enabling the platform to operate as part of complex NHS digital ecosystems at organisational, system and national level rather than as a standalone tool. The platform supports:

- Standards-based APIs (FHIR, HL7, REST)
- Integration with PAS, EPR and shared care systems
- Secure data import and export in standard formats (CSV, PDF, API)
- Device and third-party system integrations

This ensures services can be integrated into existing NHS infrastructure and evolve as national interoperability frameworks mature.

14. Pricing & Commercial Model (High-Level)

Pricing models are flexible and aligned to service design. Commercial structures may include:

- Per-patient or per-cohort pricing
- Per-pathway or programme-based pricing
- Optional add-on services (devices, onboarding support, enhanced reporting)

All pricing is transparent, with no hidden costs, and aligned to agreed scope and service model.

15. Service Assumptions & Client Responsibilities

Successful delivery is based on a shared partnership model. Key assumptions include:

- The client retains clinical governance and decision-making responsibility
- Escalation protocols and clinical thresholds are agreed during configuration
- The client supports local change management and adoption
- Information governance approvals are completed prior to go-live

myPatientSpace works collaboratively with clients to ensure these responsibilities are clearly defined and supported.

16. Hosting, Data Residency & Resilience

The myPatientSpace platform is hosted within secure UK/EU environments in line with NHS data residency requirements. The service includes:

- Encrypted data storage and transmission
- Regular backups and disaster recovery procedures
- Business continuity and resilience planning

17. Technical Requirements

The service is accessed via modern web browsers and native mobile applications. No specialist client-side infrastructure is required beyond standard internet connectivity.

13. Contact

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