



# getUBetter: Digital self-management platform

## Service Definition Document

[contact@getubetter.com](mailto:contact@getubetter.com)

Version 1  
Created: 29/01/2026



## Confidentiality / Document control

This document contains information that is confidential to getUBetter Ltd and is supplied to potential customers solely for the purposes of evaluating getUBetter's proposal. It must not be used for any other purpose nor disclosed to any other party, either whole or in part, without the prior written consent of getUBetter, except as follows:- The potential customer may permit those of its employees, advisors and agents having a need to know the contents of this proposal, to have access to such of the contents as are strictly necessary, but the potential customer shall ensure that such employees, advisors, and agents are bound to it by an obligation, in similar terms, to keep it confidential. The potential customer's acceptance of these obligations shall be indicated by the customer's use of any of the information contained in this document.

getUBetter acknowledges that the potential customer may be bound by the Freedom of Information Act 2000 (FOIA). In such a case getUBetter considers that the contents of this document are confidential and exempt from disclosure pursuant to section 41 of the FOIA. The potential customer should consult getUBetter before making any disclosure of information relating to getUBetter under the FOIA. getUBetter's pricing information, methodologies, solutions, as well as reference to getUBetter's clients and their projects are always considered by getUBetter to be exempt from disclosure by virtue of section 41 and 43 of the FOIA, whether indicated or not.

**Product Information: Any description of future functionality reflects current product direction, is for informational purposes only and does not constitute a commitment to provide specific functionality. Timing and availability remain at getUBetter discretion and are subject to change and applicable regulatory approvals.**

## Contents

|                                           |   |
|-------------------------------------------|---|
| Confidentiality / Document control .....  | 1 |
| Service Name .....                        | 3 |
| Service Description .....                 | 3 |
| Service Provision On & Offboarding .....  | 4 |
| Analytics .....                           | 5 |
| Information Security .....                | 5 |
| Operational and Business Continuity ..... | 5 |
| Patient User access.....                  | 6 |
| Patient User Support.....                 | 6 |
| Service Levels .....                      | 6 |
| Clinical Safety and Standards .....       | 7 |
| Pricing .....                             | 7 |
| Customer Responsibilities .....           | 7 |

## Service Name

getUBetter self-management digital therapy

## Service Description

getUBetter is an evidence-based, CE marked, digital self-management platform providing support and guidance for patients to recover from all common Musculoskeletal (MSK) and Women's Pelvic Floor Health (WPH) conditions. We help Integrated Care Systems (ICS), health boards and communities provide patient access to digitally enabled pathways so support patient self-management across a whole care system. Our application is clinically, digitally and data assured so provides users and commissioners the confidence to engage and commit with our content.

Typically, NHS Clinicians, Organisations and Occupational Health professionals signpost our application to adults who would benefit from self-management support for the common MSK and WPH complaints as a resource to compliment current care options, and especially so, for those patients waiting for any type of consultation. The patient will download getUBetter from their app store, complete a simple registration process that creates access to guidance and support for all clinical pathways.

The pathways are created by our clinical and behavioural specialist team in an easy-to-use extensive suite of support that guides the patient, day-by-day, through their full recovery journey. The pathways are configured with identified clinical leads from within the commissioning ICS region, so the patient benefits from locally led standardised care signposting, guiding and access to support services to reflect their regional care pathway.

getUBetter can be accessed at any stage the patient enters the health care system, including Urgent, Primary, Community and Secondary Care. As the service can also automate referrals for treatment such as planned care, unscheduled and local support services, it provides a complete solution, bespoke to local requirements and free at the point of care.

By supporting patients using evidence-based tools, getUBetter promotes safe self-management and effectively provides patients 24/7 access to guidance. This aids the recovery and prevention of minor injuries and conditions and effectively means that no patient needs to wait to start getting better or access trusted local support.

Adoption of the getUBetter service is releasing capacity and cost pressure on health professionals as patient referrals to secondary care and repeat visits to GP are reduced **and** patients consume less medication.

The service is purchased by the healthcare commissioners on behalf of patients, on a licence basis and there is no requirement for the healthcare team to install any hardware or software.

Our technology is a registered medical device, and as a technology that follows the Technology Code of Practice (TCoP), we provide assurance and confidence that our clinical pathways, data storage, and data management reflects the needs of users. This means the technology is safe, secure, and accessible. The underlying infrastructure, middleware, app software and app data is hosted within UK hosting services aligned with the UK Government's Cloud First policy.

We manage the hardware, co-design the software with an appropriate service agreement and ensure 99.95% availability and security of the app to all patients.

### Features

- Patient pathway management: safety netting, recovery, referral, rehab, waiting list, prevention.
- One app for all common minor injury and conditions
- Bespoke content and pathways configured to each place in ICS/organisation.
- Patient self-referral to application,
- Patient led Self-referral to local treatment and services (NHS/non-NHS and community)
- Questionnaires, nudges, video content and risk stratification to guide patient.
- NHS app login and Digital Triage Referral System
- Real-time data analytics dashboard.
- Medical device registration (CE marking).
- Data security, evidence based and approved by NICE.

### Service Benefits

- Creation of lived experience pathway improving patient self-reliance for recovery
- Safe self-management re-assuring patient confidence in recovery engagement
- Improved patient access to associated local health knowledge and expertise
- Reduction in unnecessary burden on primary, secondary and emergency healthcare
- Automated referral system reducing clinical manual triage time
- Enables patient immediate access to easy-to-use standardised healthcare
- Significant reduction in number of patients prescribed strong opioids
- Reduced referrals and appointments onto physio services
- Reduced GP appointments, impatient activity, 111 and 999 calls
- Managed self-care enabling reduction in number of patients on waiting list

### Service Provision On & Offboarding

getUBetter provides the expertise, support, and transparency for smooth service provision onboarding and assurance of anticipated benefit into your local healthcare system. Our Rapid Deployment Model (RDM) sets an extensive plan to quickly and effectively customise and configure getUBetter to reflect local clinicians' requirements, enabling the embedding of getUBetter into the entire Urgent, Primary, Community and Secondary Care clinicians and patient community.

getUBetter will assign a lead Project manager to oversee the deployment, and dependent upon number of clinicians in the organisation, typically support and train local lead clinicians, local administrative teams' clinical deployment leads, project managers and IT support, who then provide the first line of support during the full roll-out. This will include focus and support for each clinical entity, such as GP practices and physiotherapy departments, across a region.

Once live, we maintain dedicated and consistent support to your organisation and each clinical entity via our business change engagement team, helping to drive patient adoption of digital self-management.

Throughout service we provide the tools, materials, and knowledge gathered from an extensive and varied range of digital health settings, including a structured suite of project management, training, and business change capabilities.

Our offboarding plan sets out the provisions, requirements, and actions to support close and exit of our services in a safe and controlled withdrawal of the getUBetter platform. The plan will cover all the associated health services and patients within the stipulated commissioning region/team encompassing primary, secondary, or other healthcare providers that have been provided access to the getUBetter platform. This includes, if appropriate, data extraction facility for the commissioning team.

## Analytics

getUBetter provide insight of patient adoption and use of our service. Via a real-time dashboard, we provide graphical illustrations and information, reflecting regional and individual organisation GP, Trust PCN cohorts, and with associated patient in-app behaviours are able to create and provide a clear and concise on the scale of adoption and adherence to our service.

In addition, through our engagement team we use analytical tools to produce and share further insight to articulate the projected benefits of patient adoption in app via statistics on use of the app, patient demographics, and access behaviours to associated services.

## Information Security

Privacy is an integral and essential part of our service. getUBetter is committed to protecting and securing potentially sensitive information about patients. This is assessed and assured by independent information governance against the Data Security Protection toolkit and within the scope of medical device class 1 Quality Management accreditation, ISO13485.

We are currently Cyber Essential Plus certified. We conduct external WASP penetration testing on a monthly and annual basis and address all identified vulnerabilities within our ongoing development stack. This is supplemented with the daily and continuous monitoring of our Cloud Hosting services continued vulnerability and protective monitoring.

## Service Availability

Our UK data centres are protected by a robust framework of physical, technical, and logical security controls, ensuring that the data, applications, and ICT infrastructure are afforded the highest possible levels of protection and resilience with availability currently exceeding 99.95%.

All data traffic sits within a UK Cloud assured and elevated services are protected using encrypted sessions over resilient fibre optic connections, which have been independently validated by the NCSC Assured Service - Telecoms (CAS-T) scheme, and which are subject to regular independent IT Security Health Check (ITSHC) CHECK tests. Our hosting is CSA and CCM compliant and is listed on the CSA STAR registry.

## Operational and Business Continuity

As a registered Class 1 medical device (CE marked), getUBetter operates a quality management system for all configuration and change management requirements. We have a version control

numbering system applied across all software and non-software artefacts and conduct a quarterly independent data protection impact assessment.

An integral part of our Release Management Policy is the identification and assessment of threats, vulnerabilities and exploitation methods which could have an impact on our technical stack or the confidentiality, integrity, or availability of data assets.

We have appropriate tools and controls to monitor the live service and to provide real time service monitoring information. The feedback on the live service is reviewed by our Development Operations team and acted on as required.

Users can report incidents via the [contact@getubetter.com](mailto:contact@getubetter.com) email address. Where the service is interrupted, users will be advised by a dialog displayed in app and on our website.

## Patient User access

Patient users' access getUBetter by smartphone, tablet or via the internet using our webapp. The web app is supported by the following browser versions:

- Google Chrome, Firefox, Safari, Microsoft Edge

The smartphone applications are available for the following operating systems:

- iOS 13.0 or later
- Android 5.1 or later

Each user uses their own email as a username and creates a password at the initial registration process with an additional One Time Passcode applied. The getUBetter customer support team is responsible for handling any query or request connected to the use or availability of the service.

## Patient User Support

getUBetter provides a Customer Support Desk as part of its Services Operations Centre based in Bristol. The Service Desk is available to both clinician and end-users in respect of queries, fulfilling service requests, and investigating and fixing suspected faults. The Service Desk is manned during UK business hours excluding public holidays. Access to the Service Desk is provided via:

- Email: [contact@getUBetter.com](mailto:contact@getUBetter.com)
- Web portal: [www.getubetter.com](http://www.getubetter.com)
- Contact buttons found on each getUBetter web page (approx. 90% of queries are handled sourced from here).

Requests for support can be submitted 24 hours a day, 7 days a week. Requests are processed during regular business hours within 24 hours of receipt (09:00 to 17:00, Monday - Friday).

## Service Levels

getUBetter aims for continuous availability of its service and can show that historical service availability is at least 99.99% (allowing for both planned and unplanned downtime).

Updates containing new software features, enhancements and bug fixes to software are applied to the getUBetter production service as required. Planned maintenance is scheduled outside of UK business hours in times of low or no usage, usually between 00:00 and 02:00.

getUBetter G-Cloud 15 Service Definition Document version 1.0

©getUBetter Ltd UK (2026). Registered company in England and Wales, Company no. 08330528,

## Clinical Safety and Standards

The getUBetter clinical team retain practising clinicians trained to perform the role of the company's Caldicott Guardian, ensuring that key decisions on product design and operational practices address matters of patient confidentiality and safety. This is complemented by our Medical Device Registration (Feb 20) from MHRA and complies with ISO14971 (safety) and ISO13485 (quality) standards and hold Class 1 registration. We maintain a high standard of safety and Information Governance documentation and approvals defined within the DSB0129 standards to include:

- Hazard log
- Safety case
- Safety assurance work
- Information Governance log
- Data Security & Protection Toolkit
- Information Governance assurance work
- Cyber Essentials

## Pricing

Pricing for getUBetter is provided as a separate accompanying pricing document.

## Customer Responsibilities

To increase the probability that anticipated benefits are realised, the customer has a responsibility to:

- Assign local leads, ideally a clinician, to represent and provide local interest, insight and contact details to support patient adoption activities throughout the in-scope clinical sites
- Assign clinical representation for clinical safety sign-off to DCB0160 standards for all in-scope clinical pathways
- Assign communication officer to represent and provide insight to local communication channels.
- Assign an Information Governance representative for review and creation of all associated documentation and subsequent events.
- Allocate assigned resource sufficient time to support deployment activity and subsequent in-service meetings
- Inform getUBetter if there is, or suspected to be, security breach in relation to, or arising out of the customer's use of the services.
- Provide to getUBetter all information, materials and assistance reasonably required in order to enable Supplier to provide the services in accordance with the terms of this agreement.