

DOCTORS APPRAISAL REVALIDATION & MULTISOURCE FEEDBACK SOLUTION

SERVICE DEFINITION



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1. Access Levels + Pricing

Two levels of access to the MEDSU system are available:

FREE ACCESS:

Means completely free in perpetuity access to individual professional users- with restricted access to some functionality

SLA PLANS:

The charge for more comprehensive MEDSU system access ranges from £25 - £100 per user per annum depending on the volume of users, professional group, specific functionality and length of contract.

The minimum contract length is 12 months.

Discounts for bulk licence purchases and terms longer than 1 year are available.

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/applications

*Full trial system access is available to hospital organisations on request

2. Service Overview

MEDSU offer an online Appraisal and Revalidation solution, developed to support and administrate the requirements of professional medical Appraisal and Revalidation pathways for organisations and individual doctors.

The MEDSU MAP is an intuitive and robust web-based application, accessible anywhere and anytime through a single log-in to our secure portal using an internet browser.

The solution seamlessly integrates with GMC Connect, is accessible anywhere and anytime, to provide a cost-effective, leading SaaS web-based platform.

The MEDSU solution is secure, reliable and fully compliant with GMC and NHSE requirements.

*** Visit our websites for more info: www.medsu.info
<https://medsu.info/doctor-appraisals/>**

3. Key Features

- MAG Based Digital Portfolio
- Intuitive Design with Smart Interface
- MAG Upload and Auto-fill from existing PDF documents
- Appraisal Management Dashboard for Administrators
- Patient and Colleague Feedback Toolkit
- Appraiser Dashboard
- RO Dashboard and reporting
- Synchronous Apps on Android/Ios
- Inbuilt video conference for Appraisals
- No upload limits – Drag and Drop File Handling
- Advanced Autosave
- In-system File Rendering

Administration Features:

- Unlock and Revert Appraisals
- Deferral of Appraisal + Deferral plan management
- Built in Reminders
- Nuanced Appraisal sign off, to motivate and guide behaviour
- Certification
- Automated scheduling
- Payment Gateway if required
- Appraisal service
- Quality Assurance service
- Update Training
- Second Academic Appraiser
- Annex B reporting Progression and Stats
- Built in Feedback Administration
- Integrates with MAP Revalidation
- Administrative Dashboard
- GMC connect Integration
- Notes
- Auto sync with GMC DB Connections

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4. Service Management Details

MEDSU has a highly experience team of product developers, account managers and revalidation administration professionals.

A dedicated freephone helpdesk is available between the business hours of 09.00 – 17.00 Monday – Friday.

24/7 system support is provided via the UK-based data centre with robust back-up and disaster recovery procedures.

Development is carried out within a secure development environment, and the MEDSU cloud is subject to regular penetration testing

All MEDSU personnel are in-house, no elements of the service is outsourced to third parties.

5. Service Constraints

SLA plans do not include:

- Code level modifications to the software
- Integration with existing internal systems such as HR software/ applications

Maintenance periods are kept to a minimum and 99.9% uptime is guaranteed. Maintenance releases to the system as part of a programme of routine maintenance and development to new areas of the system will be conducted out of business hours.

6. Training

2x full days of Super user training as part of implementation plan / One day administrator/train the trainer training for up to four personnel.

The system utilises in-built help guides and video tutorials should end users require familiarisation, although the system has been designed with intuitive functionality, in a clean, familiar MAG-based format to ensure that end user training is not required.

MEDSU provides a freephone helpline for additional help and support of doctors, along with Appraisal Coaching and PA/Concierge support if required* at an additional hourly rate, although it would be expected that trust administrators provide the first line of assistance.

7. Ordering and Invoicing Process

MEDSU will create a Service Level Agreement once contractual terms and pricing are agreed. Once the SLA is accepted the service will commence according to the schedule and details set out in the SLA

Payment terms are no later than 30 days after receipt of invoice.

Subject to the period of an agreed contract, payment can be made annually in advance of the ongoing provision, or upfront for the entire contract duration.

If annual payment is made, new users will be added at pro-rata charge and added in full the following year to ensure the SLA is maintained at the appropriate level

8. Service Migration

MEDSU will assist in the migration of data. The client will need to assign resource to this project.

9. Client Responsibilities

The client shall need to allocate resources for implementation and deployment of the system as well as ensure the ongoing local administration of the system. MEDSU will ensure that appropriate Super User training is provided during the implementation phase.

10. Technical Requirements

An internet connection and modern web-browser is all that is required. MEDSU recommend the following browsers: Chrome, Firefox, New Edge.

MEDSU cannot be held accountable for the quality and availability of a client's own network, computers and virus protection

11. Trial Services

Access to a full trial system is available on request.

12. About MEDSU

We are an independent Healthcare Governance organisation, facilitating programs of Healthcare Governance, Continuing Professional Competence, Revalidation and Relicensing since 2011.

We provide administration, training, technology, support and expertise to empower all healthcare professionals and organisations to meet regulatory requirements.

More information is available on our public facing website:
<https://medsu.info/>

13. Quality Assurance

We are committed to a program of continuous quality assurance and improvement as an organisation. MEDSU is an ISO 9001, 27001, 45001, 22301 and 14001 quality assured organisation. Accredited via the British Assessment Bureau BAB and the UK Accreditation Services UKAS.

14. Contact

MEDSU is an experienced partner in the delivery of technology and services for Healthcare Governance.

In addition to our standard products and services we are available to discuss bespoke requirements and provide consultation.

If you have an enquiry regarding our services and support for healthcare professionals and organisations, please reach out and get in touch with us. We're here to help.

Email – contact@medsu.org

Telephone - 0800 689 9434

