

# MULTISOURCE FEEDBACK 360 FEEDBACK SOLUTION

---

## SERVICE DEFINITION



## Contents

1. Access Levels & Pricing
  - Free Access
  - SLA Plans
2. Mobile App
3. 360 MSF Service Overview
  - Functionality
4. MEDSU Cloud – Service Overview
- 5.. MEDSU Cloud – Key Features
6. Service Management Details
7. Service Constraints
8. Training
9. Ordering and Invoicing Process
10. About MEDSU
11. Accreditations
12. Contact

## 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

### **PAID PLANS**

**The pricing for the MEDSU 360 MSF solution is set out in our pricing document.**

The charge for more comprehensive MEDSU system access ranges from £5-£50 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. Mobile App

These days, the functionality of key systems has to be available on mobile devices. Access the full functionalities of our MSF Toolkit from MEDSU's mobile App, available on Android and iOS devices, ensuring that the MEDSU ecosystem is available to everybody everywhere.

Visit our websites for more info: [www.medsu.info](http://www.medsu.info)  
[www.medsu.info/technology-innovation/](http://www.medsu.info/technology-innovation/)

### 3. 360 MSF Service Overview

The MEDSU 360 Multisource Feedback Toolkit provides an intuitive platform to elicit, track, and report on patient and colleague feedback. Dedicated surveys suitable for all healthcare professionals with an open library of surveys providing a *whole-workforce feedback solution*.

Our market-leading 360 degree Feedback tool was designed has been designed to meet the needs of all healthcare professionals, for the purposes of Appraisal, Revalidation or just general Professional development and quality assurance purposes.

Includes GMC recommended surveys for licenced doctors. Our 360 feedback tool supports medical Revalidation covering :

- Patient feedback survey
- Colleague feedback survey
- Self-assessment questionnaire

#### **MEDSU MSF toolkit includes functionalities such as:**

- |                                                   |                                          |
|---------------------------------------------------|------------------------------------------|
| • Cloud-based                                     | • Benchmarking                           |
| • Multi-user Access                               | • SSL Encrypted                          |
| • Library of surveys or Bespoke                   | • Ease of Tracking                       |
| • Multiple Distribution mode [link, email, paper] | • Accessible on any device               |
| • Anonymised Reports                              | • IOS & Android App                      |
| • Locked Respondent Groups                        | • Regulator Compliant                    |
| • Automated Reminders                             | • Administrative Reporting               |
| • Dashboard                                       | • Role-based Access                      |
| • PDF Report Downloads                            | • Library of compliance feedback surveys |

MEDSU is ISO 27001 certified, ensuring the integrity of feedback data, its' anonymity and security where required. For the last 15 years, our online MSF tool has been trusted by Doctors and other healthcare professionals across the United Kingdom.

## 4. MEDSU Cloud - Service Overview

MEDSU is a healthcare governance outsourcing organisation. We provide a cloud platform composed of integrated governance applications. We deliver our governance services via this platform and enable other organisations to manage their governance

One of our main applications is the MAP Appraisal and Revalidation solution for all registered healthcare professionals (including GMC registered doctors

The MEDSU MAP information portfolio for professionals is an intuitive and robust web-based application, accessible anywhere and anytime through a single log-in to our secure portal using any modern 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, NMC, HCPC and NHSE requirements.

We also provide a range of other applications and services which can be explored here

<https://medsu.info/>

## 5. MEDSU Cloud - 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

## 6. 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.

## 7. 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 99.99% 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.

## 8. Training

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, to ensure that end user training is not required.

MEDSU provides a freephone helpline for additional help and support of end users, and a variety of on demand support services including data collation and entry if required

Bespoke implementation planning on request. Onsite training for Superusers, Admins and other personnel can be provided

## 9. 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



## 10. 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/>

## 11. 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.

## 12. 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](mailto:contact@medsu.org)**

**Telephone - 0800 689 9434**

