



RED STAR PLATFORM

SERVICE DEFINITION

FOR ENQUIRIES
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RED STAR PLATFORM - PRODUCT SPECIFICATION

Red Star Platform is a fully customisable, cloud-hosted digital solution designed to support NHS organisations in managing clinical pathways and patient workflows. The platform adapts to the specific requirements of any healthcare setting, enabling improved patient care, reduced wait times, and more efficient use of resources.

The service provides configurable workflows, integration capabilities, and digital tools to support clinical teams in managing referrals, coordinating assessments, tracking patient progress, and maintaining oversight across pathways. The system is intended to support clinical care, service delivery, and operational management across a wide range of conditions and specialties.

KEY FEATURES

DIGITAL DATA COLLECTION

Patient-facing digital forms enable capture of screening and assessment data directly from patients, reducing administrative burden on clinical teams and improving data quality.

INTEGRATION ENGINE

Seamless interoperability with existing NHS systems using modern HL7/FHIR standards and custom integrations for legacy systems where required.

INTEGRATED PATIENT PROFILES

A consolidated patient view combining data from the patient with information from primary and secondary care sources, presented on a single screen to support faster, better-informed clinical decisions.

ENHANCED DATA VISUALISATION

Contemporary data visualisation techniques highlight key trends and insights, reducing cognitive load and improving patient safety.

PATIENT STRATIFICATION

Segregate and prioritise patients according to their position in the clinical pathway and the severity of their condition, enabling targeted intervention.

REFERRAL MANAGEMENT

Streamlined referrals to other healthcare providers or services, with automatic generation of requisite paperwork and documentation.

TREATMENT PLANNING

Create care plans and automate the generation and delivery of plans, letters, and review reminders to GPs and patients.

DIGITAL COMMUNICATION

Multi-channel communication capabilities including text messages, email, and push notifications, reducing the need for traditional appointments and easing administrative burden.

OPERATIONAL DASHBOARDS

Real-time dashboards reporting on service performance to drive continuous improvement and support operational management.

RESEARCH AND AUDIT SUPPORT

Operational and clinical data can be exported for contribution to national audits and research activity, supporting longer-term service improvement

BENEFITS

- ✓ Customise pathways to match any clinical service model
- ✓ Reduce wait times through automated patient workflows
- ✓ Increase service capacity without adding staff resources
- ✓ Access integrated patient data on a single screen
- ✓ Prioritise patients by condition severity and pathway stage
- ✓ Generate referral paperwork and letters automatically
- ✓ Communicate with patients via SMS, email and notifications
- ✓ Monitor service performance through real-time dashboards
- ✓ Export data for national audits and research
- ✓ Replace manual spreadsheets with modern digital processes

IMPLEMENTATION APPROACH



1. Agree terms

Red Star produces a proposal for key stakeholders to agree or negotiate. Small amount of time required from budget holder.

2. Agree details across IT, IG, clinical leads and Red Star

Clinical leads confirm data integration requirements. Red Star manages discussions with IT and IG teams.

3. Sign contract

Once terms and details are agreed, all parties sign the contract.

4. Schedule the work with IT

Red Star creates and manages a project plan for technical, IG, and clinical aspects. No clinical time required.



5. IG Documentation

Red Star produces all relevant IG documentation including DPIA and SSP. No clinical time required.

6. Technical integration

Red Star works with IT team to integrate with NHS systems. No clinical time required

7. Agree specific configuration for your FLS

Users and clinical leads agree specific configuration including treatment recommendations and letter templates.

8. Training

Red Star provides training (2 hours per user usually sufficient) supported by documentation and system manual

9. Go live

Red Star manages all technical approvals. Enhanced support provided for 3 months post go-live.

POST-IMPLEMENTATION SUPPORT

Launch includes active training and support, with continued training and support offered for the duration of the subscription.

Licence subscription includes:

- Business-as-usual: phone and email support available
- Support requests are acknowledged within two hours during standard UK business hours (Monday to Friday, 9am–5pm)
- 24/7/365 support can be arranged but subject to additional charges
- Enhanced support for 3 months following go-live for user queries and system issues

CONTACT US

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TECHNICAL SPECIFICATION

Hosting and deployment model

The service is hosted in a secure UK-based cloud environment using industry-standard infrastructure. Data is logically segregated between customer organisations. The service is accessed via a web browser and does not require local installation.

Data backup, restore and disaster recovery

Data is backed up regularly using encrypted backups. Backups are retained in accordance with defined retention policies. Disaster recovery arrangements are in place to support service restoration in the event of a major incident.

Service availability and resilience

The service is designed to be highly available and resilient. Red Star targets 99.9% availability measured monthly, excluding planned maintenance. Resilience is supported through redundant infrastructure and continuous monitoring.

Offboarding and exit management

At contract end, customers can request an export of their data in commonly used formats such as CSV. Data extraction is supported by Red Star subject to information governance approval. Customer data is securely deleted following confirmation of successful export.

Service constraints

The service requires internet access and a supported web browser. Configuration changes are managed through agreed change control processes. Planned maintenance may occasionally require very limited service disruption.

Support and service management

Support is provided via email or phone during UK business hours (Monday to Friday, 9am–5pm). Requests are acknowledged within two hours and prioritised based on severity. Escalation procedures are in place for high-priority issues.

Security and information governance

The service applies role-based access controls, encryption in transit and at rest, and audit logging. Security governance aligns with recognised good practice, including Cyber Essentials Plus certification. ISO/IEC 27001 certification is planned, with implementation underway.

Maintenance and outage management

Planned maintenance is scheduled to minimise operational impact and is normally conducted outside standard working hours. Customers are notified in advance where possible. Emergency maintenance may be carried out to maintain service security or stability.

Technical requirements

Users require a modern web browser and an internet connection. The service is compatible with standard NHS desktop environments. No specialist hardware or software installation is required. The service is designed in line with WCAG 2.2 AA accessibility standards.

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