



ADHD PLATFORM

SERVICE DEFINITION

FOR ENQUIRIES
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RED STAR ADHD - PRODUCT SPECIFICATION

Red Star ADHD Platform is a cloud-hosted solution designed to support NHS organisations in the management of ADHD referrals, screening, monitoring and treatment. The platform streamlines clinical workflows through automation and real-time insights, reducing administrative burden and improving care quality.

The service provides configurable workflows and digital tools to support clinical teams in managing caseloads, coordinating assessments, monitoring patients remotely, and maintaining oversight across the ADHD pathway. The system supports clinical care, service delivery, and operational management while empowering patients to engage actively in their care.

KEY FEATURES

CASELOAD AND REFERRAL MANAGEMENT

Support the grouping, sorting and filtering of cases based on patient metrics. Refer cases and filter to all those cases referred to you. Provide self-help guidance while the patient is awaiting diagnosis.

REMOTE MONITORING

Patients can gather and submit their own medical monitoring information, reducing the need for face-to-face appointments during dose titration and scheduled reviews.

AUTOMATED SCREENING PROCESS

Leverage digitally collected data to automate screening data analysis, prioritise those most in need, and visualise qualitative and quantitative data in a user-friendly format.

PATIENT PROFILING

Automatically compiled and visualised patient profiles designed to meet different clinical needs, improving and accelerating clinical decision-making.

AUTOMATED TRANSCRIPTION OF PAPER FORMS

Automatically transcribe paper forms completed by the patient, avoiding the need for manual re-keying and allowing services to digitise a paper backlog.

CARE PLAN GENERATION

Digital forms customised with patient-specific information and automatically sent to clinical systems, GPs, and patients to support shared decision-making.

PATIENT PORTAL

A user-friendly portal where patients can log key information, track symptoms and experiences over time, and engage actively in their care

AUTOMATED COMMUNICATION

Automatically generate and send letters and emails to patients, parents, or partners. Includes reminder notifications to keep everyone on track.

REAL-TIME PERFORMANCE MONITORING

Track service performance and patient data in real time, allowing for swift decision-making and quality improvements.

QUALITY OF CARE AUDIT

See summaries of quality of care. Monitor changes in processing, uptake and management across the service.

BENEFITS

- ✓ Automate screening analysis to prioritise patients in need
- ✓ Reduce administrative burden through automated communication
- ✓ Decrease face-to-face appointments with remote monitoring
- ✓ Digitise paper backlogs with automated form transcription
- ✓ Improve patient safety with consolidated patient profiles
- ✓ Empower patients to track symptoms and engage in care
- ✓ Generate care plans automatically for shared decision-making
- ✓ Monitor service performance and quality in real time
- ✓ Increase equity of access through standardised workflows
- ✓ Reduce clinical waste and unwarranted variation

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.

Mental Health – mobile access

For the Mental Health service, users access the platform through a mobile-optimised web application. The service is designed to adapt to smartphone and tablet screen sizes, allowing users to securely access features through a standard web browser without the need to download or install a native application.

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