

Service Definition

Service Name:

Cemplicity Patient Experience Insight Service

Service Overview

The Cemplicity Patient Experience Insight Service enables NHS organisations to capture, analyse and act on patient experience feedback across services and care pathways. The service supports the delivery of patient-reported experience measures (PREMs) using a secure, digital-first approach, providing timely insight to frontline teams, service managers and senior leaders.

The service is designed to support quality improvement, governance, regulatory reporting and service redesign, while minimising administrative burden and meeting NHS information governance requirements.

Service Scope

The service supports:

- Collection of patient experience feedback using validated and locally defined PREMs
- Real-time reporting and dashboards at organisational, service and pathway level
- Identification and management of experience-related issues through alerts and workflows
- Aggregated and respondent-level insight, where appropriate, to support action and improvement
- The service can be deployed at Trust, ICB or system level and configured for individual services or pathways.

Key Features

- Digital capture of patient experience feedback using PREMs
- Multi-channel data collection via SMS, email and QR codes
- Real-time, role-based dashboards and reporting
- Automated alerts for positive and concerning feedback
- Workflow and case management tools
- Integration with patient administration and EHR systems
- Secure, web-based access

- Thematic and sentiment analysis of free-text comments
- Support for Friends and Family Test reporting

Service Benefits

- Capture patient experience feedback without increasing administrative workload
- Identify experience issues early using real-time insight
- Support timely action and resolution by frontline teams
- Reduce manual reporting through automated dashboards
- Improve service quality, safety and patient-centred care

Users

The service is designed for use by:

- Clinical and frontline teams
- Service and operational managers
- Quality, governance and patient experience leads
- Senior leaders and boards

Access is role-based to ensure users see only information relevant to their responsibilities.

Implementation and Onboarding

The service is delivered using a structured onboarding process including:

- Implementation planning and requirements definition
- Service configuration and survey setup
- Integration with existing systems where required - Remote training sessions and user documentation
- Optional onsite training can be provided by agreement.

Security and Data Protection

The service is delivered as a cloud-hosted SaaS solution and is designed in line with ISO/IEC 27001 principles and NHS Digital Technology Assessment Criteria (DTAC).

Key security controls include:

- Encryption of data in transit and at rest
- Role-based access controls and least-privilege access
- Secure authentication and audit logging
- Supplier-managed configuration and change controls
- Data is hosted within the UK and managed in accordance with NHS information governance requirements.

Service Availability and Resilience

The service is designed for high availability using a resilient cloud architecture hosted across multiple availability zones. Planned maintenance is scheduled outside UK core working hours where possible.

A monthly service availability target is defined in the contract, with service credits available if guaranteed levels are not met.

Support and Service Management

Standard support is included within the service subscription and is available during UK business hours. Support is provided via an online ticketing system and managed according to incident priority.

Each buyer is assigned a dedicated account manager to support onboarding, service operation and continuous improvement.

Enhanced support options are available by agreement.

Customisation

The service can be configured during implementation, including survey selection, delivery modes, reporting views and alert thresholds. Once live, changes are managed through agreed change processes to protect data quality and service stability.

Data Export and Offboarding

Buyers can request secure exports of their data during the contract term or at contract end. Data is provided in common machine-readable formats. At the end of the contract, the service is decommissioned and data is retained or securely deleted in line with contractual and governance requirements.

Pricing

Pricing is based on the agreed service configuration, scale of use and contract term. The subscription includes hosting, standard support, maintenance and platform updates. Optional services are priced separately and agreed in advance.

Service Constraints

The service requires internet access and use of a supported web browser. Integration with local systems depends on the availability of suitable interfaces or data extracts from the buyer.

Compliance

The service is designed to align with relevant UK public sector and NHS requirements, including G-Cloud 15 guidance, NHS DTAC, UK GDPR and WCAG 2.2 AA accessibility standards.