Service Definition

Service Name:

Cemplicity MSK Outcomes & Recovery Intelligence

Service Overview

Cemplicity MSK Outcomes & Recovery Intelligence is a digital service that captures, analyses and acts on patient-reported outcome measures (PROMs) and symptom data across musculoskeletal pathways.

The service enables healthcare providers to understand recovery, identify patients who need support, and improve outcomes across surgical and non-surgical MSK care.

Service Scope

The service collects validated MSK PROMs and symptom data from patients at defined points in their pathway (e.g. baseline, post-intervention and follow-up). Data is captured digitally while patients are at home and combined with contextual information from clinical systems to deliver actionable insight.

Care teams and service leaders can:

- Monitor individual patient recovery
- Identify deteriorating outcomes early
- Benchmark outcomes across services, clinicians and cohorts
- Support continuous improvement and value-based care models
- Ensure equity with early stratification on referral

Key Features

- Digital capture of MSK PROMs and PREMs
- PSFS, NPRS, GROC and other patient measures
- Multi-channel data collection via SMS, email and QR codes
- Configurable survey schedules aligned to MSK pathways
- Respondent-level outcome and experience views for clinicians
- Aggregated, role-based dashboards and reporting
- Alerts for poor outcomes, delayed recovery or concerning feedback
- Integration with patient administration and EHR systems
- Secure, web-based access
- Support for national and local MSK reporting requirements

How the service works

Patients are automatically invited to complete outcome and recovery questionnaires on referral and then at specific points in their pathway. Responses are processed in real time and securely presented through the Cemplicity reporting portal.

Where responses meet defined thresholds, alerts and workflow tools support timely review. Aggregated data enables services to understand recovery trends, variation and opportunities for improvement across MSK pathways.

Service Benefits

- Measure functional outcomes and recovery from the patient perspective
- Support clinical decision-making across MSK pathways
- Identify unwarranted variation in outcomes and experience
- Monitor pathway performance and recovery timelines
- Support service redesign and value-based MSK cares

Users

The service is designed for use by:

- MSK clinicians and multidisciplinary teams
- Physiotherapy and community MSK services
- Orthopaedic and surgical teams
- Service and pathway leads
- Quality, outcomes and governance teams
- Community and outpatient MSK services
- Senior leaders and commissioners

Access is role-based to ensure appropriate visibility of patient-level and aggregated data.

Implementation and Onboarding

The service is implemented through a structured onboarding process including:

- MSK pathway design and survey selection
- Configuration of PROMs, PREMs and survey schedules

- Integration with existing systems where required
- Remote training and user documentation

Optional onsite training and additional analytical support 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.

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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 via an online ticketing system. Incidents are prioritised based on impact and urgency.

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

Enhanced support options are available by agreement.

Customisation

The service can be configured during implementation, including MSK pathway selection, survey instruments, schedules, reporting views and alert thresholds. Once live, changes are managed through agreed change processes to maintain data quality, comparability 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 contract end, 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.

PROMs instrument licensing, if applicable, is separate.

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.

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