Service Definition

Service Name:

Cemplicity Patient Outcomes Intelligence Service

Service Overview

The Cemplicity Patient Outcomes Intelligence Service enables NHS organisations to capture, analyse and use patient-reported outcome measures (PROMs) to understand clinical outcomes from the patient perspective. The service supports routine, pathway-based and condition-specific outcome measurement, providing insight to clinicians, managers and system leaders to inform care improvement, shared decision-making and value-based healthcare.

The service is delivered using a secure, digital-first approach and is designed to support national reporting, clinical governance, research and service improvement while minimising administrative burden.

Service Scope

The service supports:

- Collection of patient-reported outcome measures using validated and locally defined PROMs
- Baseline and follow-up measurement across care pathways
- Respondent-level outcome views for authorised clinical users
- Aggregated and anonymised reporting for governance, benchmarking and analysis

The service can be configured for individual specialties, pathways or conditions and deployed at Trust, ICB or system level.

Key Features

- Digital capture of patient-reported outcomes using PROMs
- Multi-channel data collection via SMS, email and QR codes
- Configurable survey schedules (baseline and follow-up)
- Respondent-level outcome views for clinicians
- Aggregated, role-based dashboards and reporting
- Alerts for concerning outcomes or deterioration
- Integration with patient administration and EHR systems
- Secure, web-based access
- Support for national and registry reporting requirements

Service Benefits

- Measure outcomes that matter directly to patients
- Support clinical decision-making with patient-reported outcomes
- Monitor recovery and outcomes over time
- Identify variation in outcomes across pathways and populations
- Support value-based care and service improvement initiatives

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:

- Programme design and PROM selection
- Service configuration and scheduling
- 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.

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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 PROM selection, survey 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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