

Service Definition
Document for
G-cloud 15

Engage Suite



About Us

Engage Health Systems is a leading provider of digital healthcare solutions, partnering with over 2,000 practices across England, Scotland, and Wales. For over 20 years, we have been delivering our services to the NHS, becoming accustomed to adapting to the NHS's ever-changing needs, including navigating funding arrangements, frameworks, and the management of shifts in clinical systems. Our innovative technology enhances patient access and experience while improving connectivity between patients and clinicians.

As a trusted NHS supplier, we are committed to inclusivity, patient safety, and accessibility in all our solutions. Our Engage Arrive solution complies with WCAG AA accessibility standards, ensuring ease of use for all patients, regardless of ability. Furthermore, Engage Health Systems is certified in CyberEssentials and CyberEssentials Plus, and holds ISO9001 and ISO27001 certifications. Our software also adheres to DCB0219 clinical safety standards, guaranteeing a secure and efficient check-in process for all patients.

Service overview

Service name: Engage Health Suite

Supplier: Engage Health Systems Ltd.

Service summary

The **Engage Health Suite** is a suite of digital tools designed for NHS primary care practices, Primary Care Networks (PCNs), community care providers, health boards, and other public sector health and care organisations.

Our modular approach is one of the many things that sets us apart from the competition. Practices can select the modules they need from **Engage Consult**, our online consultation and triage platform; **Engage Arrive**, our check-in solution; **Engage Messaging** for patient communications; and **Engage Call**, which includes patient call and/or information boards for the waiting area.

Whilst we can offer an integrated patient engagement system from initial contact through to patient call, we work closely with our customers to deliver exactly what they need, leveraging their in-house skills and capabilities to maximise value.

Features

Engage Consult

- Online patient-to-practice consultation submission with structured questionnaires.
- Triage and care navigation tools
- Configurable patient portal
- NHS self-help and signposting
- Configurable workflow and demand management tools
- Secure two-way communication between patient and practice user
- Collaboration tools for sharing online consultation requests across providers where clinically appropriate
- Appointment allocation
- Self-book appointment links
- Video consultations
- Build your own questionnaires
- Translation
- Floating toolbar
- Message templates
- Friends & Family Test
- Integrated with NHS App
- Pharmacy First consultations
- Reporting

Engage Messaging

- Outbound patient messaging via in-platform messages, SMS, or email
- NHS App push notifications
- Attachments - including direct from the patient's record
- Clinically coded questionnaires
- Build your own questionnaires
- Schedule messages
- Reminders to respond
- Appointment reminders
- Self-book appointment links

Engage Arrive

- Multiple languages
- Runs on existing hardware
- Arrive using a personal mobile device
- Patients can complete questionnaires while they wait for their appointment
- Build your own questionnaires
- Reporting

Engage Call

- Download the Engage Call app on any Android TV/TV stick
- Option to announce patient call messages
- Call the patient via their personal mobile device
- Display news and practice information
- Play NHS campaign videos
- Display health promotion posters
- Reporting

Benefits

- **Trusted and accessible design:** Uses NHS design standards throughout, supporting accessibility requirements and providing a familiar, trusted experience for patients.
- **Equitable access to care:** Total triage functionality ensures all patient requests are assessed consistently, with the option to integrate with telephony services for patients who cannot use digital channels.
- **Improved patient access:** Patients can submit non-urgent clinical and administrative requests 24/7 and use their preferred communication channel.
- **Digital inclusion:** support for NHS App login simplifies secure access for patients.
- **Reduced messaging costs:** Automatically uses NHS App push notifications where available, reducing reliance on SMS and associated costs.
- **Clinically appropriate self-help:** NHS-approved clinical content supports self-care and appropriate signposting, helping patients access the right service first time.
- **Configurable to local needs:** The service can be configured to align with individual practice protocols, workflows, and operating hours.
- **Automated care navigation:** Requests are automatically routed and prioritised based on request type, patient characteristics (such as age), clinical condition, or administrative need.
- **Demand management:** Alternative service signposting helps reduce unnecessary appointments and directs patients to more appropriate services where applicable.
- **Right appointment, right time:** Appointment booking links guide patients to the most appropriate appointment type and time frame, reducing rework and follow-up.
- **Language support:** Built-in translation enables patients to use the service in their preferred language.
- **Cost-effective deployment:** Existing practice hardware can be used, avoiding additional infrastructure costs.

- **Reduced DNAs:** Improved triage, communication, and appointment matching contribute to lower “Did Not Attend” rates.
- **Integrated care support:** patient history and questionnaires support clinical decision-making and reduce inappropriate referrals.
- **Consistent information capture:** Standardised data collection improves record quality and supports safer, more efficient processing of requests.
- **Operational efficiency:** Streamlined digital workflows reduce administrative workload and inbound telephone demand.
- **Seamless system integration:** Integrates with EMIS Web, EMIS PCS, SystmOne, and Vision, supporting efficient use within existing clinical systems.
- **Compliance and assurance:** Designed to support NHS information governance, accessibility, and data protection requirements.

Service scope and deliverables

Within scope:

- Provision and configuration of the Engage Consult platform
- Remote user training for clinical and administrative staff
- Routine updates to the platform as part of the standard service

Out of scope:

- Clinical advice or decisions (service provides a technology platform only)
- Emergency care services (patients are directed to appropriate services outside the platform for urgent needs)
- Custom software development beyond standard configuration offerings

Pricing

Pricing is published separately in the Pricing Document in accordance with G-Cloud requirements.

Roadmap

You can see what we're working on now and what's coming in the future on our [Product Roadmap](#).

Interoperability and integration

Engage integrates seamlessly with leading clinical systems such as Vision, EMIS Web, EMIS PCS and SystmOne, alongside integrations with PDS, IM1, NHS Single Sign-On, NHS Login and the NHS App.

We are currently exploring integration via IM1 with the more recently accredited Clinical System providers, i.e., Medicus, and we are confident that by the time of contract award, we will be able to evidence integration or progress.

We can also integrate with telephony services to support the Total Triage model, helping to ensure an equitable service for all users.

Patient experience and accessibility

The Engage Health Consult Portal meets W3C's Web Content Accessibility Guidelines, WCAG 2.2 AA, Conformance Level. Our patient portal is designed in line with NHS style guidelines.

Onboarding and implementation

Our Implementation & Training Lead leads implementation support. It begins at contract commencement and continues through the engagement, training and ongoing support of practice staff. It is complemented by our clearly defined mobilisation plan implemented in partnership with local practices. Our change management/start-up activities encompass:

- Communicating with practice staff through initial webinars and Q&A sessions to better understand current operational model, e.g., processes and practices, roles/responsibilities, ensure understanding and to alleviate concerns about using the system.
- Working with practice teams or individuals to understand their job roles/discuss how changes may affect their role and duties.
- Providing staff with data to evidence the impact that the implementation of Engage Consult has made.
- Soft launch (fully support in person if required during the handover process)
- Educate staff on the benefits of our solution
- On call, 'hand-holding' support provided by the Implementation & Training Lead and IT Support Team
- Patient resources to support with change (available in different languages)

Service management and support

Support channels

Our dedicated Service Desk provides (1st line) technical support to patients/practices post-launch via email, a ticketing portal, and telephone support during UK business hours.

Support hours

Our standard support hours are Monday to Friday, 08:00–17:00 (excluding UK bank holidays).

Issue management

- Incoming calls are answered within 2 minutes
- Immediate automated response confirming receipt of logged tickets; direct response within 2 hours

Our Customer Success Team provides 2nd line support during mobilisation and across the lifetime of the contract. The Implementation & Training Lead is the first point of contact for managing issues and supporting uptake of our solution, supported by the Head of Service, who has oversight of/responsibility for ensuring customers have a positive experience. They will ensure a timely and satisfactory response and resolution is provided to issues and complaints.

How-to guides, videos, articles and FAQ sheets are available to staff and patients via the support portal (available in other languages). We also hold regular training and product update webinars.

Service Levels (SLAs)

Availability

The platform is provided with an uptime objective consistent with modern cloud-hosted services; specific targets are defined in the Pricing Document or accompanying SLA.

Response times

Support response and resolution times are defined in the SLA or contract terms.

Security and compliance

Engage Health Systems is a DCB0129-compliant supplier.

The platform uses secure communication protocols for patient-to-practice interactions.

The service is designed and operated in line with UK GDPR and applicable NHS information governance requirements.

Engage Health Systems holds **Cyber Essentials** and **Cyber Essentials Plus** certification, demonstrating the implementation of essential technical controls to protect against common cyber threats.

We operate an **ISO 27001-certified Information Security Management System (ISMS)**, supporting a structured and risk-based approach to information security across the organisation and an **ISO 9001-certified Quality Management System (QMS)**, supporting consistent service delivery, continuous improvement, and customer satisfaction.

Data is protected using appropriate technical and organisational security measures, including access controls, authentication, and secure communications.

Integration with clinical systems and NHS Login uses secure, authenticated connections in line with NHS standards.

Security controls and policies are reviewed regularly to ensure ongoing compliance and effectiveness.

Clinical Safety

We proactively mitigate clinical safety by following DCB0129, our solution has achieved “Clinical Authority to Release”. When an incident is deemed to impact upon patient safety and has a clinical risk implication rated at level-5, (determined in accordance with DCB0129), our target is to resolve or mitigate the incident within 2-hours. We operate an out-of-hours on-call basis whereby Clinical Safety Incidents are raised as an alert within internal dedicated channels. These incidents are reviewed immediately, with out-of-hours coverage provided by named individuals and guided by our Clinical Safety Officer.

Data Handling and Ownership

- **Data ownership:** All clinical and patient data remain the property of the buyer organisation.
- **Data access:** The buyer retains access to consultation records and messages via the platform and integrated clinical systems.
- **Data portability:** Data can be exported or transferred at contract end as agreed.

Offboarding

If a customer chooses to offboard, we follow the standard Engage Offboarding plan. The Customer Success Team will coordinate the offboarding process with the organisation's key stakeholders to ensure the account is closed correctly and the transition to their next provider is smooth and well-managed.

