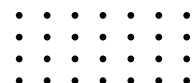
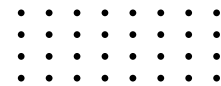


PULSE SOFTWARE AS A SERVICE (SAAS) SOLUTIONS

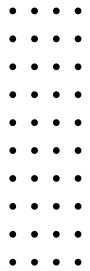
Software as a Service (SaaS) solutions that support the safe extension and optimisation of digital and clinical workflows within NHS and public sector environments.

Delivering Meaningful Impact
Across NHS Healthcare





PULSE Software as a Service (SaaS) Solutions



Introduction



NHS and wider public-sector organisations increasingly rely on Software as a Service (SaaS) solutions to enhance operational efficiency, interoperability and digital capability while maintaining proportionate governance and control. Alongside formal G-Cloud service listings, buyers often benefit from additional context that explains how software offerings are positioned, when they are typically used and how they align with wider digital and clinical environments.

These SaaS solutions are delivered as part of Pulse, St. Vincent's Consulting's service for supporting the safe adoption, extension and optimisation of digital capability within live NHS and public-sector environments.

This supporting document provides an overview of St. Vincent's SaaS solutions to help buyers understand their purpose, typical use cases and relationship to existing Electronic Patient Record (EPR) and digital health systems. It is intended to complement, not replace, the formal Lot 2 service definitions published on the Digital Marketplace.

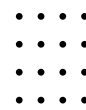
Why St. Vincent's Consulting



St. Vincent's provides SaaS solutions designed to operate safely and effectively within NHS and public-sector digital environments. Our approach emphasises interoperability, reuse and alignment with national standards, enabling organisations to adopt software capability without unnecessary disruption to established governance or operating models.

Our solutions are designed to integrate with leading EPR and digital health platforms, supporting incremental enhancement rather than wholesale system replacement. This allows buyers to address specific operational challenges while maintaining local ownership, control and accountability.





Common Scenarios for Using St. Vincent's SaaS Solutions



Buyers typically consider St. Vincent's SaaS solutions when they are:

- Enhancing patient administration or clinical workflows within existing EPR environments
- Improving interoperability and information flow across digital systems
- Introducing new digital functionality without replacing core clinical systems
- Addressing operational inefficiencies in booking, scheduling, referrals or discharge processes
- Supporting digital modernisation alongside live EPR or post-go-live optimisation activity

SaaS solutions typically support:

- Improved efficiency and consistency of administrative and clinical workflows
- Better integration and information flow between digital systems
- Reduced reliance on manual or paper-based processes
- Enhanced visibility and control of operational activity
- Safer and more auditable digital change within live environments

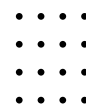
Service Overview

St. Vincent's SaaS portfolio, delivered through the Pulse service, provides configurable software capabilities that enhance existing EPR and digital health platforms. Solutions are designed to be adopted individually or in combination, depending on organisational needs.

High-level solution areas include:

- Patient administration workflow enhancement
- Clinical and patient workflow enhancement
- Integration and interoperability capability
- Enterprise-wide integration platforms





Solution Categories & Capabilities



Patient Administration (PAS) Workflow Enhancement

These solutions support the introduction, extension, or optimisation of patient administration workflows, such as booking, scheduling, referrals, admissions, discharge, and waiting-list management. Capabilities are designed to operate within vendor-provided EPR systems and align with local governance and change-control processes.



Solutions include the following service categories:

- Workflow discovery and requirements support
- Patient flow and engagement
- Workflow configuration and build
- Data, interfaces, and downstream process alignment
- Testing, readiness, and deployment support
- Knowledge transfer and sustainment support

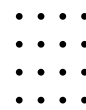
Clinical & Patient Workflow Enhancement

Clinical and patient workflow solutions support the configuration and optimisation of digital clinical and patient-facing workflows to improve care coordination, patient engagement and clinical efficiency. Capabilities are designed to operate within live or pre-production EPR environments and align with clinical safety, information governance and assurance requirements.

Solutions include the following service categories:

- Clinical workflow discovery and design
- Multidisciplinary team coordination
- Patient engagement and communication
- Workflow configuration and optimisation
- Clinical safety and assurance support
- Knowledge transfer and adoption support





Integration & Interoperability Solutions



Integration and interoperability solutions support secure, standards-aligned communication between EPR systems, digital health platforms and wider operational systems. Capabilities address both point-to-point integrations and more complex data flows across organisations and care settings.

Solutions include the following service categories:

- Integration strategy and architecture definition
- Interface and API enablement
- Messaging and event-driven integration
- Data transformation and mapping
- Integration testing and assurance
- Integration monitoring and operational alignment

Enterprise Integration Platforms

Enterprise integration platforms provide scalable capability to manage, monitor and govern integration across multiple systems and environments. Platforms support cloud-native deployment models and alignment with UK and NHS interoperability standards, enabling consistent control and oversight of complex integration landscapes.

Solutions include the following service categories:

- Enterprise integration and orchestration platforms
- Integration governance and control tooling
- Data flow management and resilience support
- Monitoring, alerting and performance management

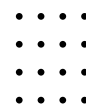
Technology Partners & Platform Ecosystem

St. Vincent's SaaS solutions bring together applications and selected partner technologies to provide configurable, software-led solutions aligned to client needs. Solutions are designed to operate within existing digital environments and can be adopted individually or in combination.

- | | | |
|---------------|---------------------------|--------------------------------------|
| • Calian | • Phoenix | • Dell |
| • WASP | • SROi | • Restart |
| • OTUA | • eHealth IT | • PolyAI |
| • Red Rover | • HCL Technologies – AI | • CHA |
| • EBO | Digital | • Q5 |
| • ESG Limited | • Purple Beard (Training) | • DSP Enterprise Database Management |

Solutions may be adopted as standalone workflow applications or used alongside broader EPR sustainment or post-go-live optimisation activities, without transferring delivery or operational responsibility to St. Vincent's.





User Information, Onboarding & Support



Users access St. Vincent's SaaS applications through secure login using supported authentication mechanisms. Applications are hosted and operated on St. Vincent's cloud infrastructure.

Onboarding typically includes account configuration, access setup and provision of application-specific guidance. Ongoing support arrangements relate to use of the software application and are defined in the formal Lot 2 service listings on the Digital Marketplace.

Relationship to G-Cloud Procurement

These SaaS applications are available for procurement via G-Cloud 15 Lot 2 (Cloud Software). Buyers should refer to the Digital Marketplace for definitive service descriptions, pricing, security information and contractual terms.

This supporting document assists early understanding and positioning and does not form part of the contractual service definition.

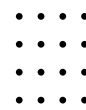
Availability & Delivery Model

Services are delivered collaboratively with client financial, operational, digital and programme stakeholders and operate within established governance and assurance arrangements. Engagements may be delivered remotely, on-site or through blended delivery models, depending on organisational requirements.

Additional Information

Further information, including service features, pricing and engagement options, is available via the Digital Marketplace. Buyers may request additional information to support evaluation and Call-Off Contract award in accordance with the Framework Contract.





NHS Acute Trust e-RS Direct Booking EPR Integration

Context

An NHS acute Trust aimed to enhance the efficiency and safety of its referral and booking processes by integrating NHS e-Referral Service (e-RS) functionality into its Electronic Patient Record (EPR). The previous reliance on manual handling and fragmented workflows resulted in operational inefficiencies and delays for both clinical and administrative staff.

Solution

St. Vincent's Consulting designed, built and implemented a reusable e-RS EPR Integration solution, providing bi-directional, embedded referral workflows within the Trust's EPR environment.

The solution was developed as a reusable integration package and implemented within the Trust's live clinical system, enabling clinicians and operational teams to manage e-RS referrals directly within the EPR.

Scope of Delivery:

- Design and development of an embedded EPR integration for e-RS functionality
- Use of WASP API to integrate the EPR with NHS e-RS
- Deployment of a Trust-hosted SQL server to manage referral message handling
- HL7 interfaces to pass referral data securely into the EPR domain
- Configuration of EPR pages and worklists to manage e-RS cases natively
- Automated download and storage of referral documentation within the EPR document repository (CAMM)
- Removal of manual scanning and paper-based referral handling
- NHS Digital certification of the integration package

Outcomes:

- Eliminated manual downloading and scanning of e-RS referrals
- Enabled clinicians to manage e-RS queues directly within the EPR
- Improved accessibility of referral documentation during clinics and reviews
- Reduced administrative workload and reliance on paper processes
- Enhanced operational efficiency and referral management visibility
- Established a scalable integration model to support future RAS and worklist use cases

