

Enabling earlier and faster cancer diagnosis across the NHS

C The Signs Service Definition Document

Appendix 1: Business Continuity plan

Appendix 2 outlines the business continuity plan for C the Signs with respect to data back-up and recovery and in instances of business interruption and subsequent continuity plans to support continued access to the system and avoid any disruption to patient care or patient safety.

Appendix 2: On-boarding, customisation & configuration of C the Signs

Appendix 3 outlines a comprehensive onboarding plan that is implemented at point of the contract being signed. The on-boarding process is governed by a steering group to ensure full transparency and oversight by the commissioning organisation and to ensure all internal governance, digital and security processes are adhered to and signed off prior to deployment of the system. Alongside this, information is collated from the commissioning C the Signs Limited is a registered company in England & Wales (Company No. 10683539) 1 organisation for the customisation and configuration of the system to reflect the organisation's needs.

Appendix 3: Off-boarding

Appendix 4 outlines the C the Signs exit plan and support provided to commissioning areas to safely move users off the C the Signs system and on-to alternative systems or processes to ensure continuity of patient care.

Appendix 4: Installation & technical requirements

Appendix 5 outlines the comprehensive installation guide and the minimum technical specification is included in the attachment below (including both hardware and software requirements).

Appendix 5: Service level support

Appendix 6 outlines the level of support provided throughout the license period to users. Once C the Signs is installed, our technical support Helpdesk and clinical Helpdesk manage all queries via a 9am-5pm telephone support line and email to respective teams). We have a rapid response rate to questions and queries, with a 95% closure rate with an average response time of less than 1 hour for emails and internal notifications (with telephone being considerably quicker)

Appendix 6: Security & Governance

Appendix 7 outlines the security and governance processes and certifications that C the Signs is compliant with to ensure the security, integrity, and safety of the C the Signs system. Including Cyber Essentials Plus Certified, undergo manual penetration at minimum annually, DTAC assessment passed, approved supplier to the IM1 NHS Digital programme, NHS Data security & protection toolkit registered with standards exceeded, ICO registered, UKCA marked as a class 1 medical device, and more.

Appendix 7: C the Signs Contract Terms of License

Appendix 8 includes the C the Signs contract terms of license outlining our commitment to the organisations we work with and the quality assurances we adhere to, to ensure the safety and efficacy of the system.

Appendix 1: C the Signs Business Continuity Plan

Aim of the plan

This plan has been designed to prepare C the Signs to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

Objectives of the plan

To provide a flexible response so that C the Signs can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to ‘business as usual’ (resumption and recovery)

Critical Function Checklist

Priority	Critical function	Timeframe
1	AWS cloud server	Restore within 2 hours
2	C the Signs tool - website	Restore within 6 hours
3	C the Signs tool – mobile app	Restore within 24 hours
4	C the Signs tool – EMIS integrated platform	Restore within 2 hours
5	C the Signs tool – SystmOne integrated platform	Restore within 2 hours
6	C the Signs tool – Vision integrated platform	Restore within 2 hours

1. AWS cloud server

Priority:	1 Critical function:	AWS cloud server
Responsibility: (role responsible for leading on this activity, plus deputies)		Lead: Dr Miles Payling – SIRO Deputy: Serhii Povisenko - Technical lead
Potential impact on organisation if interrupted:		High – loss of data integrity, loss of data access, failure of service
Likelihood of interruption to organisation:		Low – we perform regular testing around updates and AWS guarantees service provision to 99.99% of the time
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)		The service must be recovered as quickly as possible as the impact would be very high. This must be achieved within 2 hours to mitigate lasting
Resources required for recovery:		
Staff (numbers, skills, knowledge, alternative sources)		1 (SIRO or deputy)
Data / systems (backup and recovery processes, staff and equipment required)		Restore back-up and reset server. If required contact AWS through support service by logging in – they can be contacted immediately if required through this method (there is no phone number for security reasons).
Premises (potential relocation or work-from-home options)		Remote or in the office
Communications (methods of contacting staff, suppliers, customers, etc)		The SIRO should be contacted directly by telephone (07534987909) with the IG lead informed as soon as possible (Dr Bhavagaya Bakshi - 07809482781). If the SIRO is unavailable then the deputy, Serhii Povisenko should be contacted (07932014445)

Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer with internet connection
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

2. C the Signs tool - website

Priority:	2	Critical function:	C the Signs tool - website
Responsibility: (role responsible for leading on this activity, plus deputies)			Lead: Dr Miles Payling – SIRO Deputy: Serhii Povisenko - Technical lead
Potential impact on organisation if interrupted:			Medium – loss of access to the tool on website (assuming the tool remains available on app and through the integrated platforms)
Likelihood of interruption to organisation:			Low – we perform regular testing around updates and host the website on AWS which guarantees service provision to 99.99% of the time.
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			The service must be recovered as quickly as possible, but the Electronic Health Record access points for the service are more critical. This must be recovered within 6 hours to mitigate lasting damage.
Resources required for recovery:			
Staff (numbers, skills, knowledge, alternative sources)			1 (SIRO or deputy)
Data / systems (backup and recovery processes, staff and equipment required)			Restore back-up and reset server. If required contact AWS through support service by logging in – they can be contacted immediately if required through this method (there is no phone number for security reasons).
Premises (potential relocation or work-from-home options)			Remote or in the office
Communications (methods of contacting staff, suppliers, customers, etc)			The SIRO should be contacted directly by telephone (07534987909) with the IG lead informed as soon as possible (Dr Bhavagaya Bakshi - 07809482781). If the SIRO is unavailable then the deputy, Serhii Povisenko should be contacted (07932014445)

Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer with internet connection
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

3. C the Signs tool - mobile app

Priority:	3	Critical function:	C the Signs tool – mobile app
Responsibility: (role responsible for leading on this activity, plus deputies)			Lead: Dr Miles Payling – SIRO Deputy: Serhii Povisenko - Technical lead
Potential impact on organisation if interrupted:			Medium – loss of access to the tool on app (assuming the tool remains available on website and through the integrated platforms on their Electronic Health Record)
Likelihood of interruption to organisation:			Low – we perform regular testing around updates to the app.
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			The service must be recovered as quickly as possible, but the Electronic Health Record access points for the service are more critical. This must be recovered within 24 hours to mitigate lasting damage. The reason for a longer recovery period here is the requirements of the AppStore for redeployment.
Resources required for recovery:			
Staff (numbers, skills, knowledge, alternative sources)			1 (SIRO or deputy)
Data / systems (backup and recovery processes, staff and equipment required)			Restore back-up and redistribute updated app. This may require contacting the AppStore for rapid assessment and deployment. This can be achieved by contacting them using the following form: https://developer.apple.com/contact/request/notifications-critical-alerts-entitlement/
Premises (potential relocation or work-from-home options)			Remote or in the office

Communications (methods of contacting staff, suppliers, customers, etc)	The SIRO should be contacted directly by telephone (07534987909) with the IG lead informed as soon as possible (Dr Bhavagaya Bakshi - 07809482781). If the SIRO is unavailable then the deputy, Serhii Povisenko should be contacted (07932014445)
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer with internet connection
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

4. C the Signs tool – EMIS integrated platform

Priority:	1	Critical function:	C the Signs tool – EMIS integrated platform
Responsibility: (role responsible for leading on this activity, plus deputies)			Lead: Dr Miles Payling – SIRO Deputy: Serhii Povisenko - Technical lead
Potential impact on organisation if interrupted:			High – loss of access to risk assess patients through the GP's electronic health record, including unable to access the safety-netting practice dashboard.
Likelihood of interruption to organisation:			Low – we perform regular testing around updates and EMIS has improved its product stability, reducing significantly the downtime previously experienced by practices.
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			The service must be recovered as quickly as possible as the impact would be very high. This must be achieved within 2 hours with regard to internal C the Signs issues to mitigate lasting damage. Any critical loss of function that affects EMIS more widely, must be reported to EMIS as soon as possible (within 1 hour) and monitored continuously until there is return of service.
Resources required for recovery:			
Staff (numbers, skills, knowledge, alternative sources)			1 (SIRO or deputy)
Data / systems (backup and recovery processes, staff and equipment required)			Restore back-up and reset EMIS server. If required contact EMIS through their support service by calling: 0330 024 1270.
Premises			Remote or in the office

(potential relocation or work-from-home options)	
Communications (methods of contacting staff, suppliers, customers, etc)	The SIRO should be contacted directly by telephone (07534987909) with the IG lead informed as soon as possible (Dr Bhavagaya Bakshi - 07809482781). If the SIRO is unavailable then the deputy, Serhii Povisenko should be contacted (07932014445). Users should be informed if there is any sustained interruption of service via their contact email address and re-emailed when there is a return of service.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer with internet connection
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

5. C the Signs tool – SystmOne integrated platform

Priority:	1	Critical function:	C the Signs tool – SystmOne integrated platform
Responsibility: (role responsible for leading on this activity, plus deputies)			Lead: Dr Miles Payling – SIRO Deputy: Serhii Povisenko - Technical lead
Potential impact on organisation if interrupted:			High – loss of access to risk assess patients through the GP's electronic health record, including unable to access the safety-netting practice dashboard.
Likelihood of interruption to organisation:			Low – we perform regular testing around updates and SystmOne downtime is rare.
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)			The service must be recovered as quickly as possible as the impact would be very high. This must be achieved within 2 hours with regard to internal C the Signs issues to mitigate lasting damage. Any critical loss of function that affects SystmOne or our service more widely, must be reported to SystmOne (within 1 hour) and monitored continuously until there is return of service.
Resources required for recovery:			
Staff			1 (SIRO or deputy)

(numbers, skills, knowledge, alternative sources)	
Data / systems (backup and recovery processes, staff and equipment required)	Restore back-up and reset SystmOne server. If required contact SystmOne through their support service by calling their help desk: 0113 20 500 99
Premises (potential relocation or work-from-home options)	Remote or in the office
Communications (methods of contacting staff, suppliers, customers, etc)	The SIRO should be contacted directly by telephone (07534987909) with the IG lead informed as soon as possible (Dr Bhavagaya Bakshi - 07809482781). If the SIRO is unavailable then the deputy, Serhii Povisenko should be contacted (07932014445). Users should be informed if there is any sustained interruption of service via their contact email address and re-emailed when there is a return of service.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer with internet connection
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

6. C the Signs tool – Vision integrated platform

Priority:	1	Critical function:	C the Signs tool – Vision integrated platform
Responsibility: (role responsible for leading on this activity, plus deputies)	Lead: Dr Miles Payling – SIRO Deputy: Serhii Povisenko – Technical lead		
Potential impact on organisation if interrupted:	High – loss of access to risk assess patients through the GP's electronic health record, including unable to access the safety-netting practice dashboard.		
Likelihood of interruption to organisation:	Low – we perform regular testing around updates and Vision downtime is rare		

Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	The service must be recovered as quickly as possible as the impact would be very high. This must be achieved within 2 hours with regard to internal C the Signs issues to mitigate lasting damage. Any critical loss of function that affects Vision more widely, must be reported to Vision as soon as possible (within 1 hour) and monitored continuously until there is return of service.
Resources required for recovery:	
Staff (numbers, skills, knowledge, alternative sources)	1 (SIRO or deputy)
Data / systems (backup and recovery processes, staff and equipment required)	Restore back-up and reset EMIS server. If required contact Vision through their support service by calling: 0207 501 7000.
Premises (potential relocation or work-from-home options)	Remote or in the office
Communications (methods of contacting staff, suppliers, customers, etc)	The SIRO should be contacted directly by telephone (07534987909) with the IG lead informed as soon as possible (Dr Bhavagaya Bakshi - 07809482781). If the SIRO is unavailable then the deputy, Serhii Povisenko should be contacted (07932014445). Users should be informed if there is any sustained interruption of service via their contact email address and re-emailed when there is a return of service.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer with internet connection
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	N/A

Theft or criminal damage

It is unlikely that theft or criminal damage to our offices would lead to an interruption in the service provided by C the Signs. This is because our software is primarily hosted in the cloud (via Amazon Web Services), which does not require any physical servers or computers in our office to maintain service provision. In addition to this, no computer stores patient or user data, which reduces the risk of a data breach.

In order to combat against theft or criminal damage we have instituted a monitored alarm system with security fog. This system is monitored 24/7 and will report directly to the directors of the company and to the police in the event of a threat to the office.

Fire

It is unlikely that fire damage to our offices would lead to any interruption in the service provided by C the Signs. This is because our software is primarily hosted in the cloud (via Amazon Web Services), which does not require any physical servers or computers in our office to maintain service provision.

Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform SIRO and IG lead of issue.	
Identify which critical functions if any have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what timeframes (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: • Staff • Suppliers and customers • Insurance company	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate.	

Recover vital assets/equipment to enable delivery of critical activities.	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: • Staff • Suppliers and customers • Insurance company	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

Contact List

Staff

Name	Job Title	Contact no.	Email
Miles Payling	SIRO	07534987909	milespayling@cthesigns.net
Bhavagaya Bakshi	CEO/IG Lead	07809482781	bbakshi@cthesigns.net
Serhii Povisenko	Tech Lead	07932014445	serhiipovisenko@cthesigns.net

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail
Amazon Web Services	Cloud computing	N/A	Go to online support and directly contact through phone (this must be done through their portal)

EMIS	Electronic Healthcare record provider	0330 024 1270	GPSoCPairing.pcc@emishealth.com (non-emergency contact email)
SystmOne	Electronic Healthcare record provider	0113 20 500 99	HelpDesk@tpp-uk.com (non-emergency contact email)
Vision	Electronic Healthcare record provider	0207 501 7000	im1.team@nhs.net (NHS Digital non-emergency contact)

Key Customers Contact List

[Removed for data protection reasons]

Local Emergency Services

Service	Location	Telephone
Ambulance/Health	Emergencies Non-emergencies	999 111
Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
Police	Emergencies Non-emergency matters	999 101

Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred

Revision History

Version	Date	Revision Author	Summary of Changes
1.0	31/03/2019	Miles Payling	First edition
2.0	11/12/2019	Miles Payling	Updated platforms soon to be deployed with risks associated and plans for recovery
3.0	19/12/2020	Miles Payling	Updated contact details and deputy.
4.0	25/06/2021	Miles Payling	Removal of L2S2 in favour of S1/TPP as now integration is direct.

Distribution

Name	Title
Bhavagaya Bakshi	CEO
Miles Payling	CSO/SIRO/DPO
Greg Joondeph-Breidbart	CTO
Serhii Povisenko	Technical lead

Approval

Name	Position	Signature	Date
Miles Payling	Director	Miles Payling	05/05/2024

Appendix 2 – Implementation Plan: C the Signs On-Boarding, Configuration & Deployment Plan

This C the Signs implementation schedule covers the key milestones towards successful implementation. The table below outlines the steps with a summary of the stakeholders required and the processes involved to complete each milestone.

Element	Description
Information governance (timing dependent on local IG structures)	We provide a Data Privacy Impact Assessment (DPIA) and Data-Processing Agreement (DPA) for C the Signs. The DPIA has gone through NHS Digital, Commissioning Support Units and been approved by each of the ICSs we have deployed to. Each practice will need to sign a DPA prior to accessing the system. The DPA is sent electronically via Adobe E-sign for signature.
Configuration (at least 12 weeks prior to deployment)	C the Signs customisation: • A configuration document needs to be completed for each area being deployed in. We will provide a template to be completed, which will request the current referral forms used, number of hospitals servicing primary care and access to cancer diagnostics across the region, patient leaflets, and resources etc. For practice set up the following information is required: • The PCN & practice name • Branch practices • Practice address • ODS code & CDB number • Clinical system • Practice manager name & contact details • Cancer champions/leads and clinical directors Contact details for the PCN and practice

Communication plan	A communication plan is required to support engagement to practices and PCNs throughout the license period. Communications are needed to ensure practices sign the DPA, sign-up to training and webinars and following the launch, continue to engage with the system. Comms should be sent out for the following: 1. Notify practices of the system, features of C the Signs 2. Targeted comms to PCN clinical directors on C the Signs support with the PCN DES and QOF requirements for cancers. 3. Support C the Signs team to attend PCN meetings and education meetings to present the system 4. Once IG is signed off, to communicate with practices to sign the DPA (it is advisable to give practices 4-6 weeks to sign the DPA prior to deployment) 5. To ensure practices and GPs are aware of the launch date and training material on how to access C the Signs 6. Alongside launch, dates and slots booked for webinars, PCN meetings and borough based meetings, in addition to any educational events and practice manager meetings 7. Ongoing engagement and support to raise awareness of the system
Technical installation and deployment plan	We will agree a technical deployment plan with the area to ensure a smooth delivery and installation of the system. This will need to be coordinated with the local IT team. C the Signs will provide the necessary documentation to the IT team, in addition to the MSI/EXE file for deployment. A test site practice is required for on-site testing prior to deployment where a C the Signs engineer will attend to conduct testing and make sure the installation and deployment is working correctly. Where there are multiple electronic health records (EHR) in use, e.g. EMIS and SystmOne, two test site practices will be required for each EHR.
Education & training	C the Signs provides webinars for practices alongside the launch to support awareness and training of the system. We also participate in local meetings, PCN and practice meetings and educational events. Practices can contact us directly to book this on our generic email address for booking training@cthesigns.co.uk In the lead up to the launch we recommend scheduling slots at PCN meetings, Practice manager meetings and educational events to make all practices aware of the system and benefit to practices with respect to the PCN DES and QOF requirements.
Deployment	The deployment date must be within 6 months of signing the contract. The date C the Signs goes live will be the date the licensing period commences. The commissioning organisation will support with ensuring targeted engagement and reaching out to non-using practices and PCNs. They will support the implementation by ensuring that other systems, or processes used

	to send cancer referrals are 'switched off' with a phased / switch off date, to support practices with this.
Steering Group Meetings, monitoring, and updates	A Steering Group is established with representatives from the commissioning organisation, primary and secondary care, clinical and cancer leadership. The group will meet on a regular basis to report on the progress of adoption and engagement, and any changes to cancer pathways or services. During the license period the commissioning organisation will support with targeted engagement, communication, and introduction to non-using or low using practices and PCNs. In addition to this, the commissioning organisation will support with communication via newsletters and disseminating communication to primary care.

Training and Education Support

- C the Signs supports all practices with training and education throughout the licensing period. Attendance at PCN and practice meetings for demos and at local cancer events, educational events.
- Training and education is also completed prior to the go-live date, to get as many practices trained at point of deployment.
- Practices are also trained in the DES and QOF requirements, on the national and local cancer pathways and guidelines and are provided with data sessions to understand their cancer data and cancer performance across their practice and PCN.

Technical Support

- C the Signs help desk: technical assistance provided by C the Signs via telephone and email 9am-5pm Monday to Friday (excluding Bank Holidays) throughout the licence period
- Remote deployment of the software to all GP practices within the commissioning organisation (and assistance to the authority if centralised remote deployment is available)
- Maintenance of the servers, security, and updates throughout period

Supporting Local Cancer Teams & Pathways

- C the Signs attendance at local cancer meetings, to share data reports and updates on progress of C the Signs in primary care, aligned to local KPIs and priorities.
- Data reporting: throughout licensing period data reports provided to authority looking at cancer activity and cancer performance across the ICS and by borough. Data provided agreed with the authority based on local KPIs and priorities.
- All updates, pathway changes, forms, leaflets are included and updated throughout the license period.
- Any changes to the national NICE cancer guidelines are made automatically
- Support implementation of new service delivery, e.g., rapid diagnostic clinics

Appendix 3: Off-Boarding

Upon the contract ending C the Signs will implement a detailed exit plan to facilitate the safe transfer of data back to the user & organisation, and then delete any identifiable data from the database.

Each organisation will be required to complete an exit questionnaire to determine local risks and continuity plans. During the contract termination notice period, there will be a phased switch-off in order to ensure that data can be safely moved on to alternative systems to ensure continuity of services and avoids any interruption to patient service delivery or harm.

C the Signs will be archived on computers once the following actions have been completed:

- All patients have been removed from the organisational dashboard.
- The organisation has notified C the Signs that they have no further use of the dashboard and patients have been removed.
- The end of the Data Processing Agreement term has been reached.

Once processes have been put in place, or the notice period complete, C the Signs will issue a password protected document with any remaining patients on the C the Signs dashboard. Following this, a data destruction certificate will be issued to certify the deletion of any identifiable data.

Appendix 4 – C the Signs Installation Requirements

Due to the provision of centralised administrator access control, we recognise that remote deployment offers a solution to reduce the installation burden for those involved: chiefly practice administrators. It also avoids commonly encountered problems such as access and administrative rights to installing software in every terminal in a practice, firewall issues etc.

Remote deployment

Remote deployment involves C the Signs providing a generic .exe file to IT teams to deploy across the entire patch. Using a remote deployment software often means that a single file can be uploaded to hundreds of terminals in minutes. Once installed we will provide each practice with their practice credentials (username and password) to access C the Signs. This will be emailed to practice managers directly. This is a single step to authenticate the terminal as being associated with the practice.

Manual deployment

Many GPs and primary care healthcare professionals will be using remote devices such as laptops which are not networked to the local IT systems. In these instances, we will provide technical support and instructions to users to get C the Signs installed on their devices to access the system. Where Users are struggling – C

the Signs will provide on-site support and conduct the installation on behalf of the users. They may require IT support where administrator privileges are restricted.

Central deployment

Some electronic medical providers are able to remotely deploy C the Signs directly on to their system across a region. Therefore, there are no remote IT requirements for the deployment.

Requirements for hardware:

Please note, there are no significant hardware requirements to run C the Signs, but without the following baseline hardware you would not be able to run Windows (so form the minimum requirements for C the Signs):

- Processor: 1GHz or faster
- RAM: 1GB (4GB is recommended by NHS Digital)
- Hard disk space: 100mb for installation
- Network: Standard broadband is sufficient (if EMIS/S1 are working normally, then C the Signs will have limited impact)

Requirements to install:

- Dotnet 4.7.2 or above (please update to the latest framework available here: <https://dotnet.microsoft.com/download/dotnet-framework>)
- Operating system: Windows 7 or Windows 10 (please let us know if you have any other operating systems in your area)
- Internet browser: Internet Explorer 10 or above, Google Chrome, Microsoft Edge

If the terminal does not meet these requirements, then the C the Signs application will not install and/or will not run properly.

Remote installation command:

If you are installing remotely, you must follow these requirements:

- Please run the file silently with the command "/silent" (Please RUN AS ADMINISTRATOR). For example, in Command prompt (on admin):
 - [file location folder]: CtheSigns_Emis_V2.0.0.0.exe /silent /install

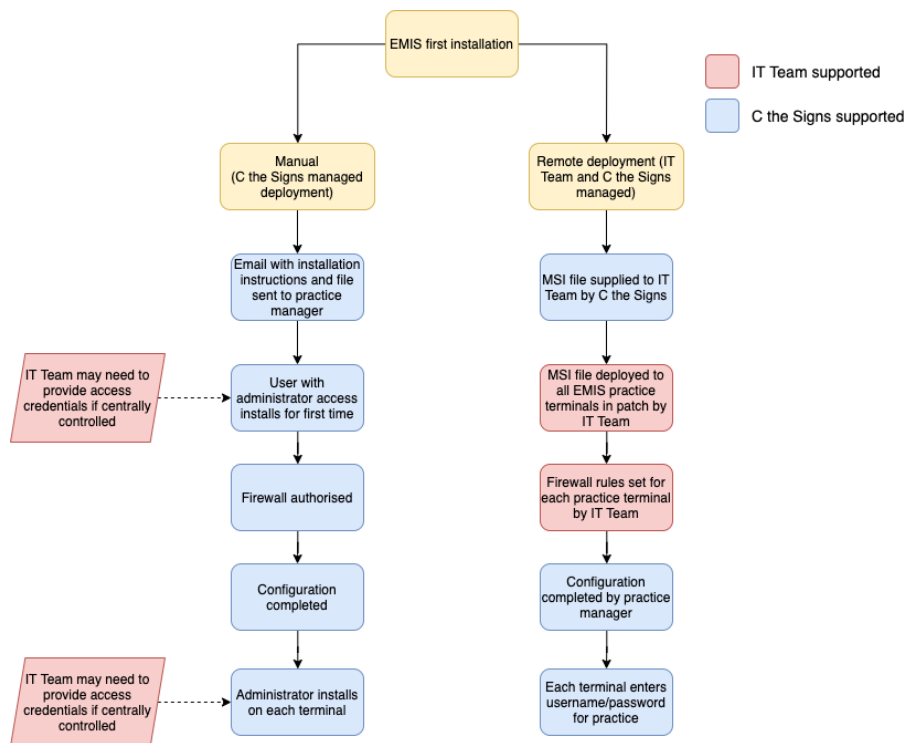
Firewall settings:

There are usually no firewall settings you need to amend on the terminal as we use open ports and are within the HSCN network. The application is signed with an EV certificate which should avoid local firewalls/anti-virus (e.g. Windows Defender). However, please note ports 80 and 443 should be open (these are usually open on all computers).

Deployment:

We are happy to work with your deployment team and framework to ensure a safe and secure installation. However, we would advise that initially the application is pushed to one practice and tested, before deployment to the rest of the practices in your area. This is to make sure no unintended local system variations do not interrupt the installation or block the software.

Below outlines the work-flow process of support between C the Signs and the IT support team. Please see summary diagram below (EMIS is used as an example electronic medical record system – the process is replicated with other electronic medical record systems).



Appendix 5: C the Signs Service Level Support

Trouble Shooting

Alongside the technical support lines (email and phone) that C the Signs offers practices, we also provide video demos of how to install the system, and guides to support the installation process. Alongside this we have provided a list of FAQs to support practices and users further on our Help Desk page of our website <https://cthesigns.co.uk/help>.

Post Deployment

C the Signs operates a 9am-5pm Monday to Friday Help Desk. Details as follows:

help@cthesigns.co.uk and a telephone support line 0207 157 9656. All queries received during operating hours are responded to on the same working day. Queries received out of hours are responded to on the next working day. C the Signs will be the first point of contact for all practice queries and support required for the system, apart from a failed installation, where action is required by the IT team, we will support practices to contact the local IT Help Desk.

C the Signs requires the following from local IT Help Desks

- To re-route all C the Signs queries that may be sent to the local IT Help Desks to the C the Signs Help Desk (details above).
- Provide contact information for each of the IT Help Desks and confirmation of the area covered (email address and telephone number) and instructions for where to escalate failed terminal/practices installations
- An estimated turnaround/timeframe from raising a query (so we can manage expectations with practices e.g., 1 week)
- To support any investigations, we are conducting with practices facing any issues with accessing C the Signs, where following our investigations we have been unable to identify the issues (e.g., local network issue, or lost access due to hardware refresh).

Clinical Helpdesk

C the Signs clinical team also provide a 9am-5pm Monday to Friday Help Desk to support with training and on-boarding of all users across the organisation. This is led by the Commissioning Clinical Lead who has oversight of training needs as well as local cancer needs to support with local implementation of the service. The Help Desk details are training@cthesigns.co.uk.

Appendix 6 – C the Signs Security & Governance Compliance

Security

- C the Signs is compliant with the NHS Data Security and Protection Toolkit produced by the Department of Health. C the Signs is registered under the organisation code 8JV16.
- NHSx Digital Technology Assessment Criteria for health and social care (DTAC) compliant
- C the Signs is compliant with the NHS DCB0129 Clinical Risk Management Standard produced by NHS Digital.
- C the Signs is Cyber Essentials PLUS certified. Certificate number IASME-CEP-003116
- C the Signs is ISO 20000-1 certified. Certificate number 339022020.
- C the Signs is a HSCN approved user. HSCN network agreement [here](#).
- Secure transfer of data: Port 443 to ensure secure transfer of data with TLS v1.2.
- C the Signs anonymisation standards are compliant with the framework set by the [Information Commissioners Office](#).

Governance

- C the Signs is a registered Class 1 medical device manufacturer with the Medicines and Healthcare products Regulatory Agency (MHRA). MHRA reference number is 6115.
- C the Signs is CE marked as a class 1 medical device, in compliance with the Medical Devices Directive in the European Union.
- C the Signs is fully compliant with the General Data Protection Regulation and Data Protection Act 2018.
- C the Signs is registered with the Information Commissioner's Office (ICO) in the UK. Registration number is ZA288467.
- Integrated with Primary Care Electronic Health Record Systems: EMIS, SystmOne, Vision through NHS Digitals IM1 Programme
- All information is coded in universal SNOMED CT coding into the patient's records
- NHS Digital Playbook for Cancer

Appendix 7: C the Signs contract

TERMS AND CONDITIONS

1. Interpretation

- 1.1 The following definitions and rules of interpretation apply in these Terms and Conditions.

Acceptance: The earlier of (i) the Authority confirming that the configuration of the App conforms with the Authority Materials; (ii) the Authority or an Authorised User using the Tool other than for testing purposes; and (iii) the period of two weeks after notification from C the Signs to the Authority that it considers that Tool conforms to the Authority Materials pursuant to Clause 3.1.

Agreement: the agreement between C the Signs and the Authority being the Order Form and these Terms and Conditions.

Annual Charge: the annual charge as set out on the Order Form.

Authorised Users: individual employees of the GP practices Authority: the entity named on the Order Form as the Authority.

Authority Materials: materials provided by the Authority setting out its care pathways and other services relevant for the App.

Business Day: a day, other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

Commencement Date: the date stated as the Commencement Date on the Order Form.

Contract Period: a period of 12 months commencing on the Commencement Date or any anniversary thereof.

C the Signs: C The Signs Limited incorporated and registered in England and Wales with company number 10683539 whose registered office is at 1-7 Harley Street, London, W1G 9QD

Data controller, data processor and process: shall have the meanings given to them in the Data Protection Legislation

Data Protection Legislation: all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679) and the Data Protection Act 2018.

Deliverables: any output of the Services and the App to be provided by C the Signs to the Authority and the Authorised Users.

Intellectual Property Rights: patents, rights to inventions, copyright and related rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights.

Order Form: the Order form to which these Terms and Conditions are attached.

Region: the geographical area described on the Order Form.

Services: the services as set out in clause 3 and Schedule 1.

Terms of Use: the terms of use of the Tool to which Authorised Users are required to comply, as amended by C the Signs from time to time.

Tool: means the online cancer pathway support tool made available by C the Signs as updated from time to time.

VAT: value added tax chargeable in the UK.

- 1.2 Clause, Schedule and paragraph headings shall not affect the interpretation of the Agreement.

- 1.3 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular, and a reference to one gender shall include a reference to the other genders.

2. Commencement and duration

- 2.1 The Agreement shall start on the Commencement Date and shall, unless terminated earlier in accordance with clause 12 (Termination), continue for an initial 12 month term following which it shall

automatically renew for further 12 month period unless either party gives not less than 90 days written notice to terminate the Agreement such notice to expire on the expiry of a Contract Period.

3. The Services

- 3.1 Following receipt of the Authority Materials, C the Signs will use reasonable endeavours to configure the Tool to reflect the Authority Materials. C the Signs will notify the Authority of the completion of such configuration, following which the Authority can test the Tool and confirm whether or not the Tool conforms with the Authority Materials.

- 3.2 C the Signs will authorise and provide its cancer diagnosis tool free of charge to healthcare professionals working in the Region supported by the Authority

- 3.3 Following Acceptance, C the Signs will use reasonable endeavours to maintain Tool in respect of the Cancer Services specified on the Order Form.

- 3.4 C the Signs will provide training, education and support to Authorised Users and potential Authorised Users to encourage take up by healthcare professionals at a level and on such days and times as are agreed by C the Signs in its absolute discretion.

- 3.5 C the Signs will provide technical support as set out in its technical support document.

- 3.6 C the Signs will use reasonable endeavours to:

- (a) provide updates to the Tool relating to changes to current practice and care pathways within 10 Business Days of receipt of a change request from an authorised person at the Authority and being provided with all relevant information relating to the same by the Authority or published update to national guidelines;
- (b) maintain compliance with the NHS Data Security and Protection Toolkit and ensure the Tool complies with all NHS and relevant regulatory frameworks;

4. Authority's obligations

- 4.1 The Authority shall co-operate with C the Signs in all matters relating to the Services, including promptly providing the Authority Materials and facilitate introductions to relevant healthcare professionals and constituent GP practices for C the Signs to promote the Tool.

- 4.2 The Authority acknowledges that it is primarily responsible for ensuring the update by GP practices in respect of the Tool and for ensuring that it provides all relevant Authority Materials to C the Signs and providing details of any updated practice and care pathways to C the Signs.

5. Authorised Users

- 5.1 There shall be no limit on the number of Authorised Users.
- 5.2 The Authority acknowledges that it shall be responsible for the use of the Tool by its Authorised Users and shall procure their compliance with the Terms of Use.

- 5.3 The Authority acknowledges that where an Authorised User fails to comply with the Terms of Use C the Signs may remove access to the Tool (either temporarily or permanently) from that Authorised User.

6. Charges and payment

- 6.1 C the Signs shall invoice the Authority for the Annual Charges annually in advance. C the Signs may increase the Annual Charges in respect of subsequent Contract Periods on not less than 120 days written notice to the Authority.

- 6.2 The Authority shall pay all invoices within 30 days of receipt to a bank account nominated in writing by C the Signs
- 6.3 Without prejudice to any other right or remedy that it may have, if the Authority fails to pay C the Signs any sum due under the Agreement on the due date, C the Signs may suspend the Services (including access to the Tool) and/or charge the Authority interest on the overdue sum.
- 6.4 All sums payable to C the Signs under the Agreement are exclusive of VAT.
- 6.5 Payments for C the Signs are calculated based on the population of the area serviced. If the population substantially increases (i.e. by more than 10%) in any period of the contract (e.g. through mergers), then a further invoice will be provided to align the contract with the new population size for the outstanding period of the contract. This new invoice will be subject to clauses 6.2 and 6.3. On renewal of the license the latest population size will be used.
- 7. Intellectual property rights**
- 7.1 Intellectual Property Rights in the Tool and any Deliverables included as part of the Services, excluding the Authority Materials are owned by C the Signs and its licensors. C the Signs grants the Authority for the term of the Agreement a non-exclusive licence to copy and modify the Deliverables for the purpose only of receiving and using the Services.
- 7.2 The Authority shall retain ownership of all Intellectual Property Rights in the Authority Materials; and:
- (a) grants C the Signs a non-exclusive, royalty-free licence to copy and modify the Authority Materials for the term of the Agreement for the purpose of providing the Services; and
 - (b) warrants that the receipt and use of the Authority Materials shall not infringe any third party rights.
- 7.3 C the Signs:
- (a) warrants that the use of the Tool by the Authority and Authorised Users shall not infringe the Intellectual Property Rights of any third party;
 - (b) shall, subject to clause 11.3, indemnify the Authority in full against all costs, claims and expenses (including reasonable legal and other professional fees and expenses) awarded against or incurred or paid by the Authority as a result of or in connection with any claim brought against the Authority for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the receipt, use or supply of the Services; Provided that C the Signs shall not be in breach of the warranty at clause 8.3(a), and the Authority shall have no claim under the indemnity at clause 8.3(b), to the extent the infringement arises from:
 - (a) the use of the Authority Materials in the development of or the inclusion of the Authority Materials in any Deliverable;
 - (b) any modification of the Deliverables or Services, by any person, whether or not an Authorised User, other than by or on behalf of C the Signs; and
 - (c) compliance with the Authority's specifications or instructions.
- 7.4 The Authority shall indemnify C the Signs in full against all costs, claims and expenses (including reasonable legal and other professional fees and expenses) awarded against or incurred or paid by C the Signs as a result of or in connection with any claim brought against C the Signs, its agents, subcontractors or consultants for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the receipt or use in the performance of the Agreement of the Authority Materials.

8. Data protection and data processing

- 8.1 The parties acknowledge that neither party will share personal data to the other as data processors. In respect of any other personal data provided by one party to the other each party will comply with all applicable requirements of the Data Protection Legislation.

9. Confidentiality

- 9.1 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 9.2.
- 9.2 Each party may disclose the other party's confidential information:
- (a) to its employees, officers, representatives or advisers who need to know such information for the purposes of exercising the party's rights or carrying out its obligations under or in connection with the Agreement.
 - (b) where it is required to comply with the Freedom of Information Act 2000 (FOIA) and the Authority agrees to consult with C the Signs in accordance with the codes of practice prior to any disclosure of Confidential Information, and to take into account any representations by C the Signs;
 - (c) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- 9.3 Neither party shall use any other's confidential information for any purpose other than to exercise its rights and perform its obligations in connection with the Agreement.

10. Warranties

- 10.1 C the Signs warrants that:
- (a) it will provide the Services using reasonable skill and care;
 - (b) it shall comply with good industry practice to protect the Tool and the associated systems from known viruses and other malicious computer codes.
- 10.2 The Authority acknowledges that
- (a) the Tool is made available on an "as is" basis, without any warranty that the Tool will be up to date to reflect all current pathways operated by the Authority, or function without interruptions or delays;
 - (b) the Tool is intended as an aid to clinical decision making, but that each individual healthcare professional (including any Authorised User) is responsible for all clinical decisions and care given to patients.

11. Limitation of liability

- 11.1 Nothing in the Agreement shall limit or exclude either party's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation; or any other liability which cannot be limited or excluded by applicable law.
- 11.2 Subject to clause 11.1, C the Signs shall not be liable to the Authority, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement for any (i) loss of profits; (ii) loss of business; (iii) depletion of goodwill or similar losses; (iv) loss of anticipated savings; (v) loss of contract; (vi) loss of use; (vii) loss or corruption of data or information; or for any indirect, special or consequential losses however arising.
- 11.3 Subject to clause 11.1 and 11.2, C the Signs's total liability to the Authority, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement in any Contract Period shall be limited to 100% of the Charges payable by the Authority under the Agreement in respect of that Annual Charge.

- 11.4 Save as set out in the Agreement, all other terms, conditions, warranties and representations are hereby excluded to the fullest extent, and the terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Agreement.

12. Termination

- 12.1 Without affecting any other right or remedy available to it, either party may terminate the Agreement with immediate effect by giving written notice to the other party if:
- (a) the other party commits a material breach of any term of the Agreement which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 30 days after being notified in writing to do so;
 - (b) the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.
- 12.2 On termination or expiry of the Agreement:
- (a) the Authority shall immediately pay to C the Signs any outstanding unpaid invoices and interest;
 - (b) the Authority (and Authorised Users) shall have no right to continue to use the Tool and the Services.
- 12.3 Termination or expiry of the Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the agreement which existed at or before the date of termination or expiry.
- 12.4 Termination or expiry of the Agreement shall follow the C the Signs Exit Process to facilitate the safe transfer of patient information back to the practice. This shall also be governed by the Data Processing Agreement signed by each practice. The Exit Process shall be subject to change by C the Signs during the period of the contract, to ensure it adequately meets the needs of practices following updates and changes made to the tool.

13. General

- 13.1 The Agreement is personal to the Authority and the Authority shall not assign, transfer or deal in any other manner with any of its rights and obligations under the Agreement.
- 13.2 C the Signs may at any time assign, mortgage, charge, or with any or all of its rights under the Agreement, provided that C the Signs gives prior written notice of such dealing to the Authority.
- 13.3 No variation of the Agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).
- 13.4 A failure or delay to exercise any right or remedy provided under the Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy.
- 13.5 If either party is prevented or delayed in performing these obligations by circumstances beyond their reasonable control, they shall be given a reasonable period of time to comply with their obligations.
- 13.6 If any provision or part-provision of the Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable, or where not possible, the relevant provision shall be deemed deleted. Any modification to or deletion of under this clause shall not affect the validity and enforceability of the rest of the Agreement.
- 13.7 The Agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements.

- 13.8 Nothing in the Agreement is intended to, or shall be deemed to, establish any partnership agency or joint venture between any of the parties.

- 13.9 The Agreement does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Agreement, and the rights of the parties to rescind or vary the Agreement are not subject to the consent of any other person.

- 13.10 Any notice given to a party under or in connection with the Agreement shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next Business Day delivery service or sent by email, in each case to the address specified below (for C the Signs) or on the Order Form (for the Authority):
Address: 1-7 Harley Street, London, W1G 9QD
Email: bbakshi@cthesigns.net

- 13.11 Any notice shall be deemed to have been received

- (a) if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address;
- (b) if sent by pre-paid first-class post or other next Business Day delivery service, at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service.
- (c) if sent by email, at 9.00 am on the next Business Day after transmission.

This clause does not apply to the service of any proceedings or any documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

14. Governing law and Jurisdiction

- 14.1 The Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim.

The Agreement has been entered into on the date the last party signs the Order Form.