G-Cloud 15: Cloud Software

Service Definition Document

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Metadvice Service Definition Document: G-Cloud 15

1. Service overview

Metadvice is a cloud-based clinical decision support and population health analytics service for use in NHS primary care.

The service analyses routinely collected data from GP clinical systems to support guideline-aligned management of cardiovascular, renal, and metabolic long-term conditions. It is designed to assist authorised clinical and operational staff in identifying unmet clinical need, supporting medication optimisation, and enabling proactive patient review.

Metadvice provides decision support only. It does not automate clinical decisions, prescribe medication, or make changes to the patient record. Responsibility for all clinical decisions remains with the clinician.

2. Intended users

Metadvice is intended for use by authorised staff within NHS primary care organisations. Intended users include:

- General practitioners and primary care physicians
- Prescribing nurses
- Prescribing pharmacists
- Practice administrative staff (where appropriate to role)

Population Analytics may be used by practice administrative staff and other authorised operational staff, where this is within the Buyer's governance and role permissions.

Clinical decision support functions are intended for clinical users.

System administrators may configure, maintain, or decommission the service but are not intended to use its clinical decision support functions. Access is role-based and determined by the Buyer.

3. Service scope

The Metadvice service comprises two core functional components, licensed and enabled as specified in the Order Form:

- **Clinical Decision Support**, providing patient-level decision support within routine care
- **Population Analytics**, providing cohort-based analysis to support proactive review and service planning

The service is designed for use in the management of long-term cardiovascular, renal, and metabolic conditions. The service is intended for use in adult patients. It is not intended for use in children or in pregnancy. The scope of the service is limited to:

- the modules licensed and enabled under the Order Form,
- the configured GP clinical systems, and
- the data made available by the Buyer's source systems.

Any functionality not explicitly described in this Service Definition or not licensed via the Order Form is out of scope..

4. Clinical Decision Support functionality

The Clinical Decision Support component of Metadvice provides patient-level decision support to authorised users within NHS primary care.

The service analyses routinely collected data from GP clinical systems and presents guideline-aligned insights to support the management of cardiovascular, renal, and metabolic long-term conditions. This may include identification of unmet clinical need, support for medication optimisation, and presentation of relevant clinical risk indicators and scores, where supported by available data.

Clinical Decision Support is intended to assist, not replace, clinical judgement. The service does not provide diagnoses, does not prescribe medication, and does not automatically initiate or implement clinical actions. Metadvice does not write back to, amend, or update the patient record.

Where configured, outputs may include guideline-referenced treatment options or recommendations for clinician review."

All clinical decisions remain the responsibility of the clinician, who is expected to interpret outputs in the context of the individual patient and local clinical guidance.

5. Population Analytics functionality

The Population Analytics component of Metadvice supports cohort-level analysis within NHS primary care.

The service enables authorised clinical and operational staff to identify and review groups of patients based on defined clinical criteria related to cardiovascular, renal, and metabolic long-term conditions. Population Analytics presents aggregated and patient-level views to support proactive case finding, service planning, and structured clinical review.

Outputs may include stratified or prioritised views to help users focus review activity, based on guideline-aligned criteria and available data. These views are intended to

support planning and workload management and do not automate clinical decisions or actions.

Population Analytics does not generate diagnoses, does not prescribe medication, and does not make changes to the patient record. Any action taken as a result of Population Analytics outputs remains the responsibility of the clinician or authorised user.

6. Clinical modules and supported conditions

Metadvice supports a defined set of clinical modules aligned to the guideline-based management of cardiovascular, renal, and metabolic long-term conditions in NHS primary care.

Core Clinical Decision Support modules (included in the base licence)

The core service provides population health analytics and guideline-aligned clinical decision support for the following conditions:

- Primary CVD Prevention - lipid optimisation
- Secondary CVD Prevention - lipid optimisation
- Hypertension
- Type 2 diabetes
- Chronic kidney disease
- Atrial fibrillation

Additional modules (optional add-ons)

The following optional modules extend the core service and are available only where the core service is licensed:

- Identification of patients with evidence suggestive of uncoded or unrecorded long term conditions, including chronic kidney disease, hypertension, type 2 diabetes, heart failure, secondary CVD prevention
- Precision guideline support for patients with co-existing chronic kidney disease and type 2 diabetes

Advanced modules (optional, separately licensed)

Advanced modules provide enhanced analytical functionality and are licensed separately:

- Heart failure risk prediction and case-finding

Optional and advanced modules are not enabled by default and are made available only where explicitly agreed with the Buyer. The specific modules licensed, population coverage, and licence duration are defined in the Pricing Document and confirmed through the Order Form or applicable Call-Off Contract.

All modules use routinely collected primary care data to support guideline-aligned clinical review. Metadvice provides clinical decision support and population health analytics only, final clinical decisions and actions remain the responsibility of the clinician.

7. Data sources and inputs

Metadvice uses routinely collected data from GP clinical systems as made available by the Buyer.

The service accesses structured clinical data recorded within primary care systems, including diagnoses, observations, laboratory results, prescriptions, and other relevant coded information. Metadvice does not require additional manual data entry for core functionality.

The accuracy, completeness, and timeliness of outputs depend on the quality and availability of data within the source systems. Metadvice does not independently verify source data and does not modify or correct clinical records.

Data access is provided through established integrations and application programming interfaces (APIs) made available by supported GP clinical systems, including EMIS Web and TPP SystmOne. Data inputs and system connections are limited to those explicitly configured and authorised by the Buyer.

8. Outputs and presentation

Metadvice presents outputs to authorised users through a browser-based user interface, displayed either within supported GP clinical systems or in a standard desktop web browser.

Outputs may include patient-level summaries, clinical indicators, relevant scores, and cohort-level views generated from configured modules. Information is presented in a structured, on-screen format to support review and interpretation by the user.

Metadvice does not automatically initiate clinical actions, issue instructions, or make changes to the patient record. Outputs are advisory in nature and require review and interpretation by the authorised user before any action is taken within existing clinical systems.

9. Deployment and access

Metadvice is delivered as a cloud-based software service and no end user software installation is required. Integration may require configuration of accredited EMIS Web or TPP SystmOne interfaces, and where applicable, deployment of lightweight connectors on the Buyer's existing infrastructure.

The service is accessed via a standard web browser and may be displayed within supported GP clinical systems or accessed through a separate browser window, depending on local configuration. Access is restricted to authorised users and managed by the Buyer in line with local access control policies.

Metadvice is designed for use on standard desktop computing environments within NHS primary care. Internet connectivity is required for service access.

10. Security and information governance (summary)

Metadvice is designed to operate within NHS information governance and security requirements.

The service processes personal data in accordance with UK data protection legislation and is aligned with NHS Data Security and Protection Toolkit and DTAC requirements. Access to the service is restricted to users authorised by the Buyer through their clinical systems and local access controls.

Security controls are applied across data access, transmission, and storage in line with the service's cloud deployment. Detailed information governance, security, and data processing arrangements are defined in the Data Processing Agreement and supporting assurance documentation.

11. Clinical safety

Metadvice is a clinical decision support service intended to support, not replace, clinical judgement within NHS primary care.

The service presents guideline-aligned information and insights to assist authorised users in reviewing patient information and considering appropriate next steps. Metadvice does not provide diagnoses, does not prescribe medication, and does not initiate or implement clinical actions.

Clinical responsibility for all decisions and actions taken using the service remains with the clinician. Metadvice is intended to be used within existing clinical governance arrangements and alongside relevant national and local clinical guidance.

Clinical safety risks associated with use of the service are managed through design controls, clear presentation of information, and defined instructions for use.

12. Implementation and onboarding

Metadvice is implemented remotely and configured in collaboration with the Buyer.

No end user software installation is required. Integration may require configuration of accredited interfaces provided by supported GP clinical systems, including EMIS Web

or TPP SystmOne. Where applicable, deployment of lightweight connectors on the Buyer's existing infrastructure may be required to enable secure data access, in line with system supplier requirements.

Onboarding typically includes:

- configuration of enabled modules and cohorts,
- connection to supported GP clinical systems,
- configuration aligned to the Buyer's local governance and access policies,
- provision of online training materials and instructions for use.

Onboarding includes remote configuration of licensed modules, connection to supported GP clinical systems, configuration aligned to the Buyer's governance and access policies, and provision of online training materials and instructions for use.

Additional training or implementation support may be provided at the Buyer's request and, where applicable, may be subject to additional charges as set out in the Pricing Document.

13. Support and service management

Metadvice provides remote support to Buyers through an email-based support and ticketing process.

Support includes assistance with service access, configuration queries, incident reporting, and resolution of service-related issues. Buyers can raise support requests by contacting the designated support address, after which a ticket reference is issued for tracking and follow-up.

In the event of service unavailability or failure, users are advised to revert to standard workflows within their GP clinical system. Support response times and service management arrangements are defined in the applicable Service Level Agreement and supporting operational documentation.

14. Service constraints and dependencies

Metadvice is dependent on the availability and configuration of the Buyer's GP clinical systems and underlying IT infrastructure.

The service relies on the accuracy, completeness, and timeliness of data recorded within source systems. Outputs may be limited where data is missing, incomplete, or inconsistently coded.

Metadvice requires an active internet connection and access to supported web browsers. The service is not intended to operate as a standalone clinical system and must be used alongside existing primary care systems and workflows.

15. Service exclusions

Metadvice is not intended to operate as an autonomous clinical system and has defined exclusions.

The service does not:

- provide medical diagnoses,
- prescribe, initiate, or amend medication,
- automatically implement clinical actions or referrals,
- replace national or local clinical guidelines,
- override clinician judgement, or
- modify or write back to the patient record.

Metadvice does not function independently of GP clinical systems and does not replace existing electronic medical record systems or clinical workflows.

16. Commercial model and ordering

Metadvice is supplied as a cloud-based software service and is ordered through the G-Cloud Framework.

The scope of the service, including licensed core modules, optional additional modules, any advanced modules, population coverage, user access, and licence duration, is defined in the Order Form agreed between the Buyer and Metadvice Ltd. Pricing is set out in the applicable Pricing Document.

No functionality or services are included beyond those explicitly specified in the Order Form and Pricing Document.

17. End of contract and exit

On expiry or termination of the contract, the Buyer's access to the Metadvice service is removed.

Metadvice will handle personal data in accordance with the Data Processing Agreement, including retention and deletion arrangements. Where agreed, Buyers may request export of **analytics outputs, configuration information, and audit information generated during the contract term**, in accordance with the Data Processing Agreement and Buyer instructions.

Metadvice is not the system of record for patient data held within GP clinical systems. No contractual lock-in applies beyond the agreed contract term.