



Aide Health
G-Cloud 15: Service Definition

Supporting patients to self-manage multiple chronic conditions through conversational AI

Lot	2b – Software as a Service (SaaS)
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1. About Aide Health

Aide Health is a UK-based digital health company that helps patients and clinicians better understand and manage chronic disease. We focus on the missing piece of healthcare delivery: comorbidity.

Using conversational AI, Aide has short, daily conversations with patients to help them stick to their medicines, track and monitor their conditions, and improve their health literacy. This extends care beyond clinic visits, supporting patients to self-manage while giving clinicians insight into how their patients are doing between appointments.

Aide supports patients with Asthma, COPD, Hypertension, Type 2 Diabetes, Chronic Kidney Disease, and Obesity through one holistic platform. Aide now also supports three of the most common blood cancers: Chronic Myeloid Leukaemia (CML), Chronic Lymphocytic Leukaemia (CLL), and Myeloma.

Supporting the Three Shifts

Aide directly supports the NHS 10 Year Health Plan's three strategic shifts: hospital to community, enabling patients to self-manage at home; analogue to digital, through AI-powered daily conversations; and sickness to prevention, by catching deterioration early and supporting healthy behaviours.

Why NHS Organisations Choose Aide

Release clinical capacity. Patients who self-manage well need fewer reactive appointments. Aide saves over 332 clinical hours per 1,000 patients per condition by supporting patients to manage between reviews.

Improve medicine adherence. Poor adherence costs the NHS billions and drives preventable hospitalisations. Aide achieves an average adherence of 73.3%, significantly above the 35-50% typically seen in chronic conditions.

Support polypharmacy. Aide helps patients understand when to take each medicine, how to take it correctly, and captures reasons for non-adherence. On average, Aide patients manage 3.7 medicines in the platform, with some managing up to 19.

Patient engagement that lasts. Digital tools only work if people use them. Aide achieves 70%+ 30-day retention. This is over 20x the digital health average, with patients averaging 4 conversations per day with the platform.

Reach underserved populations. Aide's median user age is 56, with the oldest user aged 87. Aide has been successfully deployed across rural, coastal, and economically deprived communities, including Core20PLUS5 populations, supporting health equity.

Support QOF and IIF targets. Aide captures validated clinical measures, including ACT and CAT scores and blood pressure readings, among others, that support quality indicator achievement.

Manage the whole patient. Unlike single-disease apps, Aide supports multiple conditions through a single, holistic platform, reflecting the reality of managing chronic disease.

Credentials

DSPT	Standards Exceeded
DTAC	Regularly assessed against NHS Digital Technology Assessment Criteria
Cyber Essentials Plus	Certified
ISO 27001	Certified
UK MDR	Class I Medical Device
DCB0129	Clinical safety compliance

2. How Aide Works

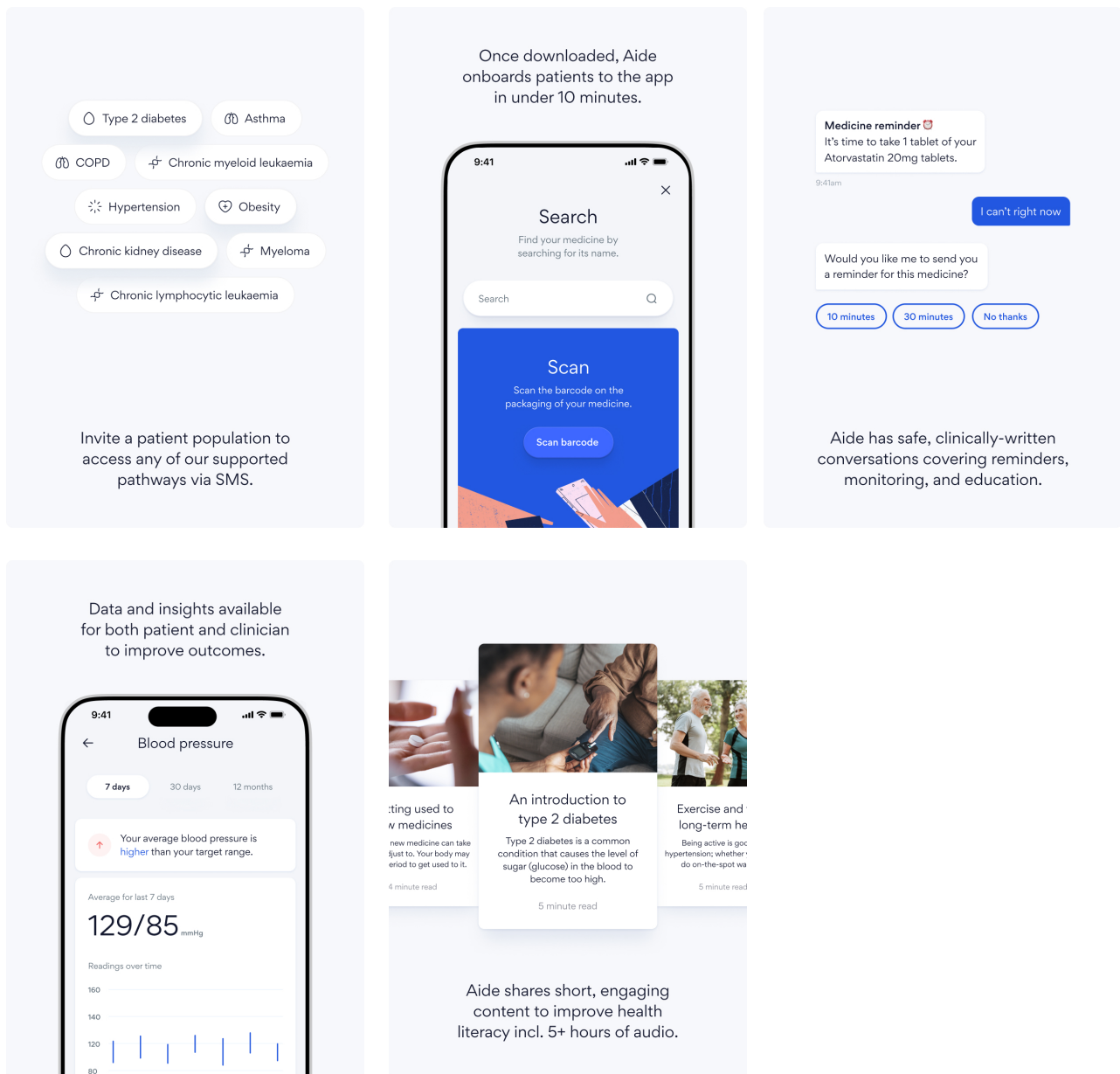
Aide consists of two components: a patient app (iOS and Android) and an optional clinician dashboard (web-based). Both work together without creating additional clinical burden.

Patient App

The Aide app has short daily conversations with patients using structured, safe AI to support self-management. Aide's AI is proactive, triggering most conversations rather than relying on patients to open the app. Patients typically complete 2-5 short interactions per day, each lasting around 15 seconds.

- **Medicine reminders and polypharmacy support:** Personalised notifications for each medicine, guidance on how and when to take them, with the ability to log doses as taken, skipped or delayed, including reasons for skipping
- **Symptom tracking:** Condition-specific symptom check-ins with severity recording and trend summaries
- **Health monitoring:** Logging of blood pressure, weight, peak flow, blood glucose, and BMI, among other measures, with personalised targets and progress feedback
- **Clinical surveys:** Validated instruments including Asthma Control Test (ACT), COPD Assessment Test (CAT), and MRC Dyspnoea Score
- **Health education:** A comprehensive library of bite-sized, clinically verified articles written to NHS literacy guidelines with audio narration for accessibility
- **Vaccination reminders:** Conversations about flu, pneumococcal, COVID19 and shingles immunisation
- **Consultation preparation:** Helping patients prepare questions and summaries for appointments

All content follows NICE guidelines and can be read in 3-5 minutes. Audio narration improves access for patients with lower literacy or visual impairments.

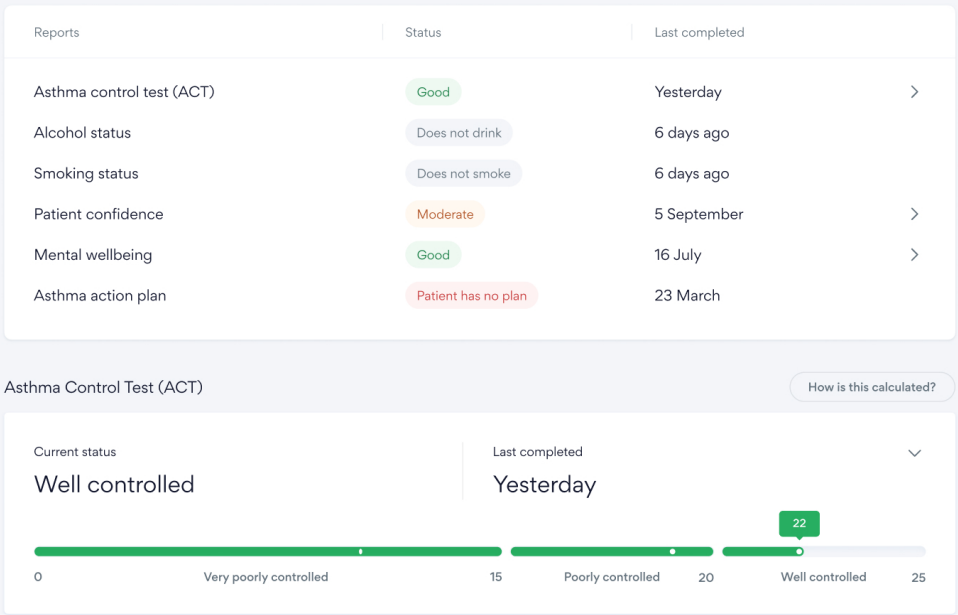
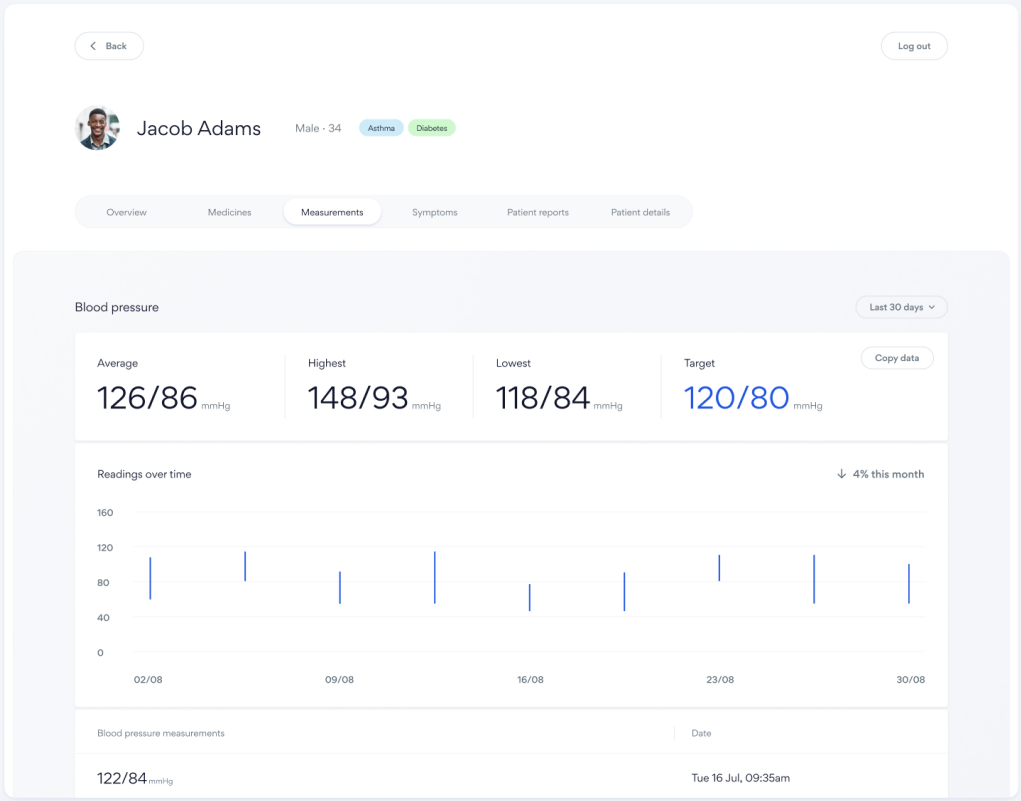


Clinician Dashboard

The clinician dashboard provides population-level oversight and individual patient insight without requiring daily login:

- **Population dashboard:** Overview of enrolled patients with filtering by condition, adherence level, and risk indicators
- **Patient profiles:** Detailed view of individual patient activity, trends, and self-reported data
- **Flagged concerns:** Automatic highlighting of patients with deteriorating control, reliever inhaler overuse, or missed doses

Clinicians access the platform via secure ‘magic links’. There are no additional login credentials to manage. Role-based access ensures staff only see patients within their practice or PCN.



Interoperability

Aide does not require direct integration with clinical systems to function. Through co-development with NHS clinicians, we've found every practice has different needs. Rather than automatically pushing all data into the EHR, Aide makes it easy for clinicians to transfer the data they want, when they want it. All patient data is SNOMED-coded. Clinicians can copy relevant information directly into SystemOne or EMIS. Aide is built to HL7 FHIR standards, ready for future interoperability as NHS systems evolve.

Safe, structured and auditable AI

Aide uses structured, auditable, clinically governed conversational AI. The platform does not provide diagnosis or treatment recommendations. Instead, it supports patients through their treatment plan, acting as a co-pilot through their care. All conversation flows are clinically written and validated in accordance with DCB0129 clinical safety standards.

When patients indicate potential emergencies (e.g., 'I'm having an asthma attack' or 'I have chest pain'), Aide immediately directs them to call 111 or 999 and does not attempt further interaction. There is no clinical dependency on Aide; patients can always contact their care team directly.

3. Conditions Supported

Aide supports patients with the following long-term conditions. The platform is modular, meaning each condition can be enabled independently, and patients with multiple conditions receive integrated support across all required pathways.

Condition	Key Features
Asthma	ACT survey, reliever tracking, peak flow, action plans
COPD	CAT survey, MRC score, flare-up tracking, exacerbation history
Type 2 Diabetes	Blood glucose, HbA1c education, foot care, retinal screening
Hypertension	Blood pressure tracking, targets, lifestyle monitoring
Chronic Kidney Disease	Kidney function education, monitoring, cardiovascular links
Obesity	Weight tracking, GLP-1 support, goal setting, lifestyle coaching
Blood Cancers (CML, CLL, Myeloma)	See Section 6

Each condition pathway includes medicine reminders, symptom tracking, validated clinical surveys where applicable, and condition-specific educational content.

4. Local Configuration and Onboarding

Aide is designed as a modular platform that can be tailored to local requirements. During implementation, buyers can configure the service to align with local pathways, priorities, and resources, supporting Neighbourhood Health and Integrated Neighbourhood Team initiatives.

Configuration Options

- **Local signposting:** Direct patients to local services such as smoking cessation programmes, pulmonary rehabilitation, weight management services, or social prescribing link workers
- **Bespoke conversation flows:** Create new patient conversations aligned with local priorities or pathway initiatives (e.g., local vaccination campaigns or screening programmes)
- **Regional content:** Customise educational materials or add locally-approved resources alongside national content
- **Feature selection:** Enable or disable specific features and conversation flows based on local requirements

Default signposting to national resources (Asthma + Lung UK, Diabetes UK, NHS) is included and can be supplemented or replaced as needed.

Getting Started

Aide is designed for minimal implementation burden.

- **Configuration workshop:** Aide team works with you to configure local signposting as required, select conditions, and tailor content
- **Staff briefing:** Short virtual meeting to familiarise clinical and administrative staff with the service
- **Patient identification:** The practice provides a list of eligible patients (e.g., via practice search) for SMS invitation
- **Patient self-enrolment:** Patients receive SMS, download the app, and onboard themselves with no clinical time required

Typical time from contract signature to live service is 4-6 weeks, depending on local governance requirements. For patients, Aide requires only a smartphone with internet connectivity.

5. Proven Outcomes

Aide is commissioned across multiple NHS Integrated Care Board areas and has demonstrated consistent outcomes across deployments.

Metric	Result	Context
Medicine adherence	73.3%	Up from typical 35-50% for chronic conditions
Clinical hours saved	Avg. 332	Per 1,000 patients per condition
30-day retention	70%	20x typical digital health app average
Daily conversations	Avg. 4	Per patient per day
Longest continuous use	555+ days	Many patients using daily for 18+ months

Current NHS Deployments

Aide is currently deployed with Primary Care Networks across the following ICB areas:

- North East and North Cumbria ICB
- Suffolk and North East Essex ICB
- North West London ICB
- Humber and North Yorkshire ICB
- Cheshire and Merseyside ICB

What Patients Say

"I'll use Aide for the rest of my life."

– Jessica, Asthma, 543 days using Aide

"Aide is my lifeline."

– Graham, Heart failure, 555 days using Aide

Many patients have used Aide continuously for over two years, demonstrating sustained engagement that leads to lasting behaviour change.

6. Aide for Blood Cancers

Aide now supports patients with haematological cancers. Developed with Innovate UK Biomedical Catalyst funding, clinical oversight from Addenbrooke's Hospital in Cambridge, and patient input via Blood Cancer UK's patient community.

Conditions Supported

- **Chronic Myeloid Leukaemia (CML):** Supporting patients on TKI therapy with adherence support, side effect tracking, and treatment education
- **Chronic Lymphocytic Leukaemia (CLL):** Supporting patients through active monitoring and treatment phases
- **Myeloma (and MGUS):** Supporting patients with symptom monitoring, treatment tracking, and preparation for clinic visits

Designed for Secondary Care

These pathways are designed for haematology teams in NHS trusts managing patients on oral therapies where adherence directly impacts outcomes. Aide supports the shift from hospital to community by engaging patients between clinic visits while surfacing actionable data to clinical teams.

Key features for blood cancer support include:

- Therapy-specific adherence support for oral cancer treatments
- Side effect tracking tailored to each therapy
- Fatigue and mood monitoring to support quality of life
- Consultation preparation for outpatient appointments
- Educational content developed with clinical specialists and patient groups

Implementation approach tailored to trust requirements. Contact Aide Health to discuss how blood cancer pathways can support your haematology service.

7. Ongoing Support

All customer support is handled directly by the Aide Health team. Patients and staff have direct access to support via email and in-app channels. We do not use third-party support desks.

Support hours	9am – 6pm UK time, Monday to Friday
Support channels	Email (support@aide.health), in-app messaging
Critical issues	Response within 4 hours during support hours
Standard queries	Response within 1 business day
Platform availability	Target 99.5% uptime

Platform Updates

Aide is continuously improved with new features, conversation flows, and content. Most updates are deployed automatically and do not require users to update their app. Where app updates are required, users are notified through standard app store mechanisms. Scheduled maintenance is performed during off-peak hours (typically overnight in the UK) with advance notice of any expected downtime.

8. Security and Compliance

Aide Health maintains comprehensive security and compliance standards appropriate for NHS patient data.

Standard	Status
NHS Data Security and Protection Toolkit	Standards Exceeded
NHS Digital Technology Assessment Criteria (DTAC)	Regularly assessed
Cyber Essentials Plus	Certified
ISO 27001	Certified
DCB0129 Clinical Safety	Compliant
UK MDR Medical Device Registration	Class I Registered
UK GDPR	Compliant

Date Security

- **Encryption:** AES-256 at rest, TLS 1.2+ in transit
- **Hosting:** AWS infrastructure with multi-datacentre redundancy
- **Authentication:** Patients authenticate via email/password with verification. Clinicians access via secure magic links. Aide staff use MFA
- **Access controls:** Role-based access with full audit logging of all data access and modifications
- **Backup:** Continuous protection with point-in-time recovery. Automated backups with a documented business continuity plan

Data Processing

The buying organisation acts as the Data Controller. Aide Health acts as a Data Processor under UK GDPR Article 28. A Data Processing Agreement is provided as part of the contracting process. Aide Health is registered with the Information Commissioner's Office (ICO Registration: ZB415310).

Offboarding and Data Return

On contract termination, patient data can be returned to the buying organisation in a standard format on request. Secure deletion is completed within 30 days of termination,

with audit confirmation provided. Data retention follows the NHS Records Management Code of Practice unless earlier deletion is requested.

Contact

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