



Brave AI

Supporting Proactive Care in Communities

G-Cloud 15 Framework

Service Definition

Lot 2b: Software as a Service (SaaS)

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Service Description

Company Details

Bering is a clinically-led technology company that applies Artificial Intelligence (AI) algorithms across the continuum of health and care.

Value Proposition

Brave AI is a clinical risk-stratification and proactive case-finding tool that helps Integrated Neighbourhood Teams (INTs) identify patients at highest risk of deterioration, frailty progression, and unplanned admissions. It supports prioritisation and proactive care planning in our communities by enabling consistent, auditable, and accurate case finding using routinely collected primary care data.

Prospective service evaluations of Brave AI in proactive management of frailty, has identified that:

1. For every £1 spent on Brave AI, an estimated £16 were released in avoided hospital admissions within 24 months.
2. Patient-reported concerns were reduced by 48% following a Brave AI-informed intervention.
3. Patient-report wellbeing increased by 22% following a Brave AI-informed intervention.

What the Service Provides

Brave AI was developed by NHS Doctors for use by Integrated neighbourhood Teams. Brave ingests routinely collected primary care data (via agreed, governance-approved data flows) and applies clinically designed risk models to generate prioritised, actionable patient lists and cohorts (e.g., rising risk, frailty escalation, frequent attenders, complex multimorbidity). Outputs are presented through multiple role-based dashboards and worklists that support MDT preparation, care-coordination, and proactive interventions. The service

supports structured review cycles (weekly/monthly), cohort tracking over time, and auditable decision support aligned to local pathways.

CORE SERVICES

1. Neighbourhood Dashboards

- a. All dashboards and predictive models are registered as a Class 1 Medical Device
- b. Identifies of at-risk patients using tools that predict unplanned admission, complexity, and frailty.
- c. Supports demographic cohort analysis underpinned by Core20Plus5-based population segmentation
- d. Facilitates improvements in data quality
- e. Supports reporting for national and local proactive care programmes

2. Frailty Dashboards

- a. Co-developed with Primary Care clinicians
- b. Enables rapid identification of mild/moderate/severely frail patients for proactive reviews and Comprehensive Geriatric Assessments
- c. Segments the elderly population using Core20Plus5 principles set out by the British Geriatrics Society

3. Patient Activity Tracker

- a. Prediction of future demand on Primary care at a population and patient-level
- b. Explores drivers of demand at patient, place, and neighbourhood level
- c. Enables triage of patients based on predicted future demand and risk of deterioration
- d. Trend analysis

4. Additional Dashboards

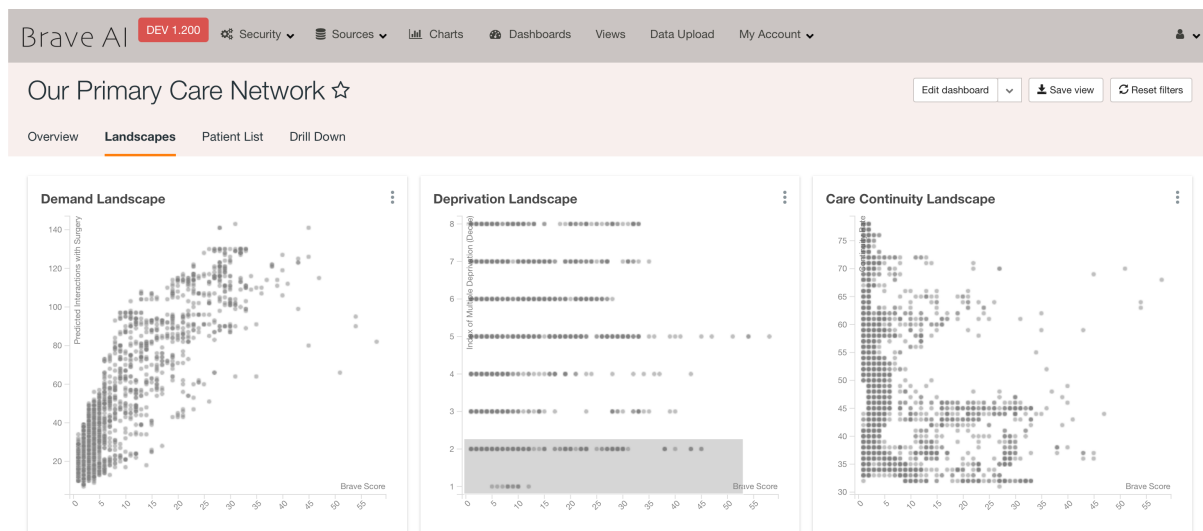
- a. A range of additional dashboards to meet local needs such as polypharmacy, multimorbidity, safeguarding, and mental health.
- b. Neighbourhood- and place-level overview of key trends in patient demand and risk of deterioration
- c. Trend analysis
- d. A wide range of printable reports that support Quality Improvement Workflows

CLINICAL AIMS

- Enable earlier identification of patients at increasing risk of deterioration.
- Support proactive, personalised care planning and follow-up.
- Improve consistency of case-finding and prioritisation across Neighbourhoods.
- Reduce avoidable deterioration and support appropriate use of community services.

BENEFITS BEYOND “RISK SCORES”

Brave is designed to *operationalise* risk stratification, not just display it. In addition to risk signals, it provides practical workflows: prioritised lists, cohort management, trend monitoring, and MDT-ready outputs that help teams convert analytics into day-to-day proactive care. It is intended to complement existing tools (e.g., GP-system indicators and broader Public Health Management dashboards) by providing a standardised clinical layer focused on actionability, consistency, and governance.



HEALTH-ECONOMIC VALUE

Brave supports more efficient use of limited clinical and care-coordination capacity by focusing interventions on patients most likely to benefit, reducing time spent on manual searches/spreadsheets and improving targeting of reviews, medication optimisation, anticipatory care, and community support. By enabling earlier intervention and better prioritisation, it aims to reduce avoidable escalation to urgent and emergency care and improve utilisation of planned, preventative pathways.

ALIGNMENT WITH INTEGRATED NEIGHBOURHOOD TEAMS (INTS) AND PROACTIVE CARE

Brave is structured around neighbourhood-based delivery: it helps INTs and PCN teams maintain a shared, continuously updated view of the population, identify those who need proactive input, and support coordinated MDT working across general practice, community, and wider neighbourhood services.

PROFESSIONAL SERVICES

- Local system tailoring
- Health analytics, supporting service redesign and transformation
- Coaching and training
- Dashboard build services
- Bespoke development services

Data Protection

Backup and Restore

Service data is backed up. The backups are managed by the Bering DevOps team who work with customers to define backup regimes and schedules. The service is supported by multiple datacentres with disaster recovery.

To restore data from backup, customers liaise with the Bering DevOps team.

Data Processing and Storage Location

All data is stored on the NHS Digital approved UK data centres that conform to the necessary security accreditation, such as ISO 27001.

Privacy

Brave AI is secure by design. Access to all data is strictly controlled by the Data Processing and Sharing Agreements. All access to the system is via secure HSCN connections with end-to-end encryption. No data is ever shared to parties other than those named on the Data Sharing Agreements.

Business Continuity and Disaster Recovery

Bering Limited implements a Business Continuity Management System (BCMS) to ensure preparedness for and reduce the potential impact of an incident related to scenarios including:

- Adverse publicity
- Bank disruption
- Disruption due to severe weather
- Financial loss through fraud
- Fuel shortages
- Pandemics
- Loss of a key customer, partner or supplier
- Loss of cloud environment
- Loss of internet connectivity
- Loss of personnel
- Loss of premises (short-term, long-term, permanent)
- Loss of source code
- Loss of utilities (electricity, water, gas)
- Security incident
- Theft or vandalism of equipment or facilities

The BCMS includes procedures that ensure timely recovery of required critical activities and services. The recovery plans are be certified at least annually with the BCMS policy compliance process by the Board.

Using Brave AI

Ordering and Invoicing Process

Bering requires a purchase order from the customer before implementation services can begin. Bering team will also work with the customer to ensure contractual arrangements are completed to mutual satisfaction.

Invoicing can be agreed on a per customer basis, but the following is typical:

- Year 1 licence and implementation fees are due in advance.
- Professional services can be invoiced on agreement with the customer either in advance or in arrears.
- Further years licence fees are paid in advance at the start of each licensing year.
- Standard terms for payment are within 30 days of date of invoice.
- The minimum term of contract is 24 months. Notice period is 6 months.
- Termination must be notified to Bering in writing and is subject to the terms and conditions in the contract.

Trial Service

A demonstration Brave AI instance is available on request, which uses test data, allowing the core analytical services to be trialled.

It is also possible to offer a chargeable trial service looking at smaller populations.

Onboarding and Offboarding Support

To support customers with onboarding, we offer bespoke training for the service which can be delivered remotely or on premise. Onboarding documentation can be provided.

To support customers with offboarding at end-of-contract we offer a tailored approach to suit customer requirements. Depending on the tasks associated with offboarding there may be additional costs.

Implementation Plan

Implementation commences with a project initiation meeting. The Bering Project Manager will prepare a Project Initiation Document (PID), which will capture:

- Project goals
- Scope
- Project organisation
- Business case
- Constraints
- Stakeholders
- Risks
- Project controls

We will work with the Stakeholders to make sure that all Information Governance infrastructure is in place and Brave AI solution is tested and configured to meet the requirements of the organisation. We can also supply specialists in data analysis and service transformation depending on the requirements of the project.

Initial implementation includes training which follows the 'train the trainer' format although we can design bespoke courses and also offer one-to-one training and mentoring.

After the implementation is complete, Bering will allocate an account manager to the project. The account manager will be the main business contact for the customer, while the specialists on the Bering service desk provide day-to-day support services.

Meeting Service Level Agreements

If Brave AI service falls does not meet what is stated in the Service Level Agreement (SLA), we commit to delivering service improvements and applying penalties. Penalties can include service credits being made available to a customer account.

Technical Requirements

Customers using Brave AI must have connections to the HSCN network with appropriate bandwidth to allow all the users in each location access an interactive web application.

Bering recommends:

- 5 Mbps for GP practices and PCNs
- 10 Mbps for CCGs, ICSs and equivalent

Minimum supported browsers are Internet Explorer v10, Chrome v50, and Firefox v96.

Service Constraints

Implementation of Brave AI assumes that the customer will be able to agree and implement the following items:

- Facilitate the signing of Data Sharing Agreements and Data Processing Agreements.
- The customer must meet other Information Governance requirements such as fair processing notices and privacy impact assessments.

Customisation

Almost any element of Brave AI can be customised to meet specific customer needs. Customisation is available to support the need to scale, to support specific clinical or operational requirements, monitoring and reporting or to provide extended help desk cover.

Customisation requirements are typically agreed through early-stage work. For a live service, further customisations can be considered in response to analytics, user feedback and product enhancements.

Support

Support is available through e-mail or our electronic ticketing system. Support requests are prioritised as follows:

- Critical - resolved with 4 hours
- High - resolved within 1 day
- Medium - resolved within 3 days
- Low - resolved within 15 days
- Non-urgent (information) - resolved and closed within 30 days

Response times for weekends, public, and bank holidays are negotiated separately.

Standard support hours are 09:00 to 17:00 (UK time), Monday to Friday. Support hours for out-of-hours, weekends, public and bank holidays are negotiated separately.