



G-Cloud – Service Definition

Concentric, Concentric Health Ltd

Introduction

This document describes the Services to be provided by Concentric Health Ltd under the Crown Commercial Service G-Cloud 15 framework and is intended to form the basis of the Services Schedule within the Call-Off Contract.

The Service Definition sets out the scope of the Services in clear, contractual terms and defines what is included within those Services and the basis on which they are delivered. It is not intended to function as marketing material or a product description.

Description of the Services

The Services comprise the provision of Concentric, a cloud-hosted digital consent to treatment application, together with associated services to support its implementation, integration (where required), and ongoing operation.

Concentric supports the end-to-end consent to treatment process, including:

- creation of a consent episode,
- selection and personalisation of consent information to the individual patient,
- delivery of consent information to the patient for review, in person or remotely,
- capture and documentation of consent, and
- review and confirmation of consent at the point of treatment.

The Service is designed to support the delivery of a digital consent to treatment process across clinical specialties. Depending on the Buyer's circumstances, this may involve replacing the existing consent process or continuing to use Concentric as part of an established service, subject to the Buyer's local configuration, governance, and rollout approach.

The Service is delivered as a software-as-a-service (SaaS) offering and is accessed via a web browser. No local installation is required.

A demonstration video outlining the core functionality and user workflows of the Service is available at: <https://concentric.health/using-concentric/getting-started/generic/>. The video is provided for illustrative purposes only and does not replace or override the description of the Services set out in this document.

Application access and updates

The Service includes access to the following application components:



- the Concentric clinician application, used to create, manage, and review consent episodes,
- the Concentric patient application, used by patients to review consent information and provide consent, and
- the Concentric admin application, used by authorised users to manage access and view service usage information.

All standard functionality of the Service is made available to the Buyer for the duration of the Call-Off Contract. This includes access to the Concentric library of consent templates.

Updates, enhancements, and fixes to the Service are provided to the Buyer as standard and are delivered centrally by the Supplier as part of the software-as-a-service model. No Buyer-side upgrade activity is required. Release notes are made available following each release.

Implementation and onboarding

The Supplier supports the implementation of the Service in line with the Services described in this document and the Buyer's local requirements. Implementation activities are intended to support the safe and effective adoption of the Service and its transition to routine use.

Implementation and onboarding activities may include:

- project initiation and coordination activities,
- technical scoping to confirm integration requirements and inform the integration activities described below,
- clinical and operational engagement to support adoption, and
- training and onboarding activities for relevant staff.

Implementation activities are typically delivered remotely unless otherwise agreed. The sequencing and timing of activities are agreed during implementation and may vary depending on whether the Call-Off Contract relates to a new deployment or continuation of an existing service.

As part of implementation, the Buyer is supported by a named delivery lead from the Supplier's clinical operations team, who provides day-to-day project support and coordination throughout the implementation period.

The Supplier provides implementation guidance, documentation, and onboarding materials to support the Buyer's use of the Service within its delivery playbook. A train-the-trainer approach is used for staff onboarding, supported by written guidance and other materials.

Integration

The Service is designed to operate with the Buyer's local clinical systems and workflows. Integration options are available to support the Service's operation with the Buyer's systems, using NHS-standard interoperability and authentication approaches.

Integration options include:

- patient demographic integration,



- delivery of consent documentation and associated metadata to the Buyer's Electronic Patient Record (EPR) and/or Electronic Document Management System (EDMS),
- single sign-on (SSO) for staff access, and
- launch of the Service in the patient context from the Buyer's EPR.

The specific integrations implemented, their sequencing, and associated responsibilities are confirmed during implementation and depend on the Buyer's local systems, architecture, and priorities. Integrations may be delivered before or after go-live, subject to local agreement.

The Supplier provides technical documentation and implementation support to enable agreed integrations.

Support and service management

The Supplier provides ongoing support for the Service during the term of the Call-Off Contract. Support includes:

- access to the Supplier's support team for reporting issues and raising service-related queries,
- monitoring of the Service to identify and respond to incidents, and
- email-based alerting to inform the Buyer of known issues affecting the Service, where relevant.

Support availability, response targets, and escalation arrangements are defined within the Call-Off Contract. The Supplier provides an emergency technical support contact for use by the Buyer outside standard support hours, where required.

In addition to the standard support function, the Supplier provides a nominated operational contact for the Buyer to support ongoing service management and coordination.