

Doccla Virtual Care and optional managed services

SERVICE DESCRIPTION (2026)

OVERVIEW

Doccla is a CQC registered virtual care platform delivered as cloud software for use across secondary care, community services and primary care. The service supports Virtual Wards, Proactive Care and Remote Patient Monitoring across time bound episodes of care and longer term pathways, providing dashboards that visualise current and historical patient data and trends to support clinical interpretation, prioritisation and coordinated care.

Buyers can procure Doccla as software only, or add optional services such as medical devices, logistics, integration support, patient onboarding and clinical monitoring. Services can be commissioned independently, for example Virtual Wards only, Proactive Care only, or a combination under one single platform.

CARE MODELS

1. Virtual Wards

Supports time bound episodes such as early supported discharge, admission avoidance and step down pathways. Patients submit observations, symptoms and questionnaires via the patient app, supported by Bluetooth medical devices and, where required, passive monitoring. Clinicians use caseload views, NEWS2 or iNEWS calculations, trend visualisation and escalation workflows to support clinical interpretation and prioritisation and to coordinate timely follow up in line with local pathways.

2. Remote Patient Monitoring

Supports monitoring of patients at rising risk across community, step up, outpatient, elective waiting list, perioperative and specialist pathways. Monitoring can be intermittent or passive depending on pathway design, using questionnaires, observations and device data. Alerts, tasking and two way messaging support timely intervention and coordinated follow up.

3. Proactive Care

Supports ongoing management of long term conditions and complex needs at population scale. Enables population health based cohort segmentation, outreach and enrolment, long term monitoring and optimisation aligned to neighbourhood health and prevention models. Where commissioned, this can include clinical monitoring, medicines optimisation and prescribing support where in scope, plus health coaching and non clinical enrolment support.

Doccla is configurable to local operating models and can be applied across additional use cases beyond those described. Clinical teams can create and adapt pathways, questionnaires, thresholds and escalation rules

without bespoke development, select intermittent or passive monitoring approaches, and tailor onboarding, device use and integrations to meet local service objectives.

PROVEN AT SCALE

The following outcomes are from specific commissioned programmes and cohorts, with methods and underlying data available on request. Results vary by pathway design, cohort and local operating model.

- Live services in over 60% of the NHS ICBs
 - 2,500+ patients onboarded each month across UK and Ireland
 - 34% fewer non elective admissions (NEL) - BNSSG, 2024
 - £3,900 saved per patient per year in one ICB programme - LLR ICB, 2025
 - 1 in 5 patients supported from IMD Decile 1 (most deprived 10%) in one programme - BNSSG, 2024
 - NPS 75 - Internal data, 2025
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What the platform includes

CLINICIAN DASHBOARD

Browser based clinician dashboard optimised for desktop and mobile browsers, supporting:

- Caseload and cohort management with configurable views
- Triage and escalation workflows, including intermittent and passive monitoring models
- Automated calculations including NEWS2 and iNEWS
- Configurable care plans, tasks and clinical workflows
- Two way messaging with patients and carers
- Video calling
- Configurable alerts and prioritisation
- Full audit trail of user actions and role based access controls

PATIENT APP AND CARER APP

Doccla supports patient engagement through apps and inclusive access models:

- Patient app available via iOS App Store and Google Play
- Multi language support (language availability depends on pathway configuration)
- Submission of observations, symptoms and questionnaires, with questionnaire history
- Resource centre for how to guides and videos
- Messaging and video calling with the care team, plus reminders and education content
- Support for care home delivery via a carer facing app and tools where commissioned
- Mobile Device Management (MDM) for supplied devices, including remote access support for troubleshooting and secure wiping between patients (where devices are provided)

PATHWAY CONFIGURATION

The platform supports rapid configuration without bespoke development, including:

- No code configuration of pathways, questionnaires, thresholds and escalation rules
- Role based permissions and separation of pathways by service, team or organisation
- Ability to run multiple programmes in parallel, for example virtual wards and proactive care within the same trust or ICB

DEVICES

Doccla is device agnostic and can support a wide range of medical devices, depending on pathway requirements:

- Intermittent spot check devices, for example blood pressure, respiration rate, SpO2, weight, temperature
- Multi parameter wearables for passive monitoring where required
- Bluetooth integration into the patient app where appropriate
- Devices can be supplied as an optional managed service, including logistics and lifecycle management

Interoperability and integrations

EHR INTEGRATION OPTIONS

Doccla can integrate into existing clinical systems and workflows, subject to local system capability and information governance approvals. Integration options can include referral workflows and return of structured data to the clinical record, including observations and questionnaire outputs, coded where supported.

Examples of live or delivered integrations include: EMIS, SystmOne, Oracle Cerner, Epic, Rio (The Access Group), and Allscripts. Integration approaches can include APIs and industry standards such as HL7 and FHIR where available.

DATA IMPORT AND EXPORT

- Role based exports available in the dashboard, including audit logs
 - Operational and cohort reporting exports in open formats, including CSV and ODF where required
 - Bulk patient upload supported through secure processes for large scale proactive care and RPM programmes
 - API access available where required for integration and reporting use cases
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Reporting and self serve Data Hub

Doccla provides operational reporting for day to day management and governance, for example activity, utilisation, engagement, escalations, pathway performance and outcomes measures configured per programme.

Doccla also offers a self-serve data hub for deeper analytics, enabling authorised users to explore cohorts, segment populations, and generate insight for service improvement. Access can be provided via single sign on linked to the dashboard, with role based permissions and audit controls.

Optional managed services

Buyers can procure software only, or add optional services depending on the operating model and scale required:

- Implementation support, pathway setup and service mobilisation
 - Patient onboarding and engagement support, including outreach from population health lists
 - Devices, logistics and kit management, including MDM where devices are supplied
 - CQC regulated clinical monitoring and escalation services where commissioned
 - Multidisciplinary clinical teams available where commissioned, including nurses, paramedics, pharmacists (including prescribing), GPs, clinical nurse specialists and consultant support
 - Health coaching and behaviour change support where commissioned
 - Non clinical support roles for enrolment, onboarding and compliance monitoring, plus a patient support helpline where commissioned
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Implementation and support

Doccla provides a structured onboarding approach led by dedicated implementation and delivery roles, including project management, pathway configuration and go live support. Training is delivered through a hybrid approach including remote sessions, train the trainer, and onsite training where required.

Support is delivered via ticketed channels with defined triage and escalation processes. Issues can be escalated to specialist engineering and operational teams when required. Planned maintenance is managed to minimise disruption and, where feasible, can be delivered with zero downtime depending on the change type and environment.

Security, assurance and governance

Doccla is designed for healthcare use and aligns to UK public sector security expectations. Controls include encryption in transit and at rest, role based access control, audit logging, and support for single sign on and federated authentication where available. Evidence packs and policies can be provided on request, including ISO 27001:2022 & ISO 13485 certification, NHS DSPT alignment, DTAC and relevant clinical safety and data protection documentation.

Authentication and access

Doccla supports multiple authentication options depending on buyer needs, including SSO and identity federation with existing providers, MFA, and standard username and password methods where required. Access can be restricted by role, organisation, pathway and permission set, with regular access reviews supported.