

Service Definition Document

Contents

About AMaT	3
<i>Clinical Audit & Improvement</i>	<i>4</i>
<i>Ward, Area & Service Audit.....</i>	<i>5</i>
<i>Cumulative Audit.....</i>	<i>6</i>
<i>Guidance</i>	<i>7</i>
<i>Inspections</i>	<i>8</i>
<i>QI.....</i>	<i>9</i>
<i>MaMR</i>	<i>10</i>
<i>Risk</i>	<i>11</i>
Your data.....	12
Implementation	13
Updates.....	14
Support	14
Unmet service levels	14
Procurement and invoicing.....	15
Ending of contracts.....	15
Copyright Statement	16

About AMaT

AMaT is an innovative cloud-based system designed to make audit and assurance easier, faster, and more effective.

AMaT has been created with NHS teams to give them more control over their improvement, assurance, and patient safety activity. It provides real-time insight and reporting for clinicians, wards, teams, and services.

AMaT is held securely on Microsoft Azure servers, document storage is managed using Amazon Web Services, and the whole system is protected by Cloudflare. Strong data security is at the heart of the service AMaT provides, along with delivering an accessible and simple to use system.

The AMaT Academy team work closely with an organisation's key super users during onboarding and embedding the system through their organisation. By facilitating regular workshops, that are centred around gathering user feedback and suggestions for new functionality, AMaT can continue to develop a system that is effective and a key part of good governance within the organisation.

Clinical Audit & Improvement

AMaT allows clinical teams to: register audits and improvement projects; associate related guidance; complete audits online; manage action plans and scheduling.

A timely and efficient solution - and one that means more time spent with patients.

The key benefits of AMaT for Teams are:

- Simple management of all projects from national audits to resident doctor projects
- A National Audit page that contains information on all national audits
- Collaboration with colleagues on joint projects
- Visibility of non-compliance and areas of focus for future improvement projects
- Simple data collection with onscreen and exportable results
- Easy management of re-audits
- Robust governance for monitoring risks and assurance levels
- Increased assurance through scrutiny and approval of action plans
- Step-by-step guidance through the audit; all action plans and scheduling are managed
- PDF certificates and reports.

Ward, Area & Service Audit

Ward, area, and team-based audits are a part of daily life within healthcare organisations. But given the amount of time, labour, and paperwork involved, they can be challenging to implement effectively, and documentation can be easily duplicated or omitted.

The AMaT system allows for a structured approach to these audits, promoting a paper-free auditing environment for audits from 'infection control' to 'safe storage of medicines', as well as increasing accuracy and improving the reporting of compliance with standards. Because it is web-based, AMaT centralises your data, generates notifications and reminders, and gives you real-time visibility into performance against benchmarks.

The key benefits of AMaT for Wards and Teams are:

- Simple creation of daily, monthly, quarterly, and annual audits from hand hygiene and controlled drug to CQC style inspections
- Direct management of the audit with the ability to adjust question sets and frequency of audits
- Easy audit completion using smartphones or tablets: no more legibility issues, lost paperwork or rekeying data
- Transparency of action plans based on areas of low compliance, system prompts for overdue actions, and the uploading of evidence of completion
- Chart and insight dashboards clearly showing compliance and action plan progress with results displayed by organisation, clinical team, ward or area, question and question topic level.

Cumulative Audit

The Cumulative Audit module enables teams to undertake long term data collection whilst monitoring results and creating action plans for improvement.

Keep all your organisation's projects in one place, and either allow any user to input data or restrict access to designated participants. From long term service evaluations to collecting valuable data for non-medical prescribers, cumulative audit captures projects that do not traditionally sit under the umbrella of improvement projects and tools.

The key benefits of cumulative audit for teams are:

- Simple data collection
- Document results and findings, and create action plans
- Monitor improvements over time.

Guidance

The team at AMaT ensures that all NICE guidance and National Patient Safety Alerts are regularly updated and available for teams and individuals to access. Guidance can be associated with audits and projects, and AMaT manages statements of compliance and related action plans.

AMaT also allows users to add local and national guidelines, policies and many other types of guidance, providing a library to link to audit projects and monitor any gaps in auditing.

The key benefits of AMaT for Guidance are:

- Identify gaps in audit activity against guidance
- Easily manage statements of compliance, risks, and actions plans
- Undertake short compliance reviews or baseline assessments (for NICE guidelines)
- Dashboards display progress and compliance status
- Allows teams to manage their guidance and evidence compliance
- Transparency across the organisation.

Inspections

AMaT enables organisations to manage all recommendations, information requests, actions, and evidence before, during, and following an inspection.

The key benefits of AMaT for inspections:

- Instant overview of the progress of all recommendations and actions
- Approval process for actions and evidence of completion
- Linking themes and regulations to recommendations
- Timely notifications and overdue alerts to ensure evidence and actions are completed
- Visibility of related audits, projects, and guidance.
- Individual levels of transparency
- Multi-level reporting and tracking through your services.

QI

AMaT enables users and teams to register and document their quality improvement projects from start to finish, following a recognised six stage process.

The key benefits of AMaT for Quality Improvement are:

- Dashboard view of registrations and project progress by stage
- Ability to record tasks, projects risks, conversations, and much more
- Customisation of available QI tools for each stage
- Simple to use PDSA QI tool
- Data collection and results from multiple pro formas
- Easy collaboration with colleagues
- Transparency across the organisation
- Helps embeds a culture of improvement.

MaMR

MaMR enables organisations to manage all mortality and morbidity reviews carried out within an organisation.

The key benefits of MaMR are:

- Instant overview of the progress of three types of reviews: Medical Examiner; primary (including SJR); and Secondary Review
- Tracking of learning points over time
- Recording of actions, bereavement, and customer care data
- Timely notifications and overdue alerts to ensure evidence and actions are completed
- Automatic creation of mortality files via API
- Morbidity case review across specialities
- Transparency across teams
- Enhanced user access and audit file auditing
- Embeds best practice and promotes learning.

Risk

Risk enables organisations to add, manage, and monitor risks across their organisation.

The key benefits of AMaT for Risk are:

- Reduces barriers to identifying and tracking risks
- Transparency across services
- Simple visualisation of risk score travel
- Collaboration with colleagues on reducing risks
- Links to audits, projects, and guidance for effective risk management
- Robust review process.

Please note, throughout 2026/27 this module will expand its functionality to include **Incident Management** (LFPSE compliant), and **Claims, Complaints and Compliments**. A Patient Safety Dashboard will be introduced to help teams manage national and local incident response plans (PSIRF).

Your data

All data on AMaT is held within secure data centres in the UK that comply with ISO 27001 security standards and it is protected by Cloudflare.

Full backups are taken daily by both the hosting company and Meantime IT Ltd (the company that develops AMaT). Disaster recovery and business continuity processes are covered by the ISO 27001 accreditations of both Meantime IT Ltd and Meantime AMaT Ltd, which are audited annually by a third party, ISOQAR. Any issue at the data centre, where information is stored, is mitigated by instant failover to a separate data centre.

The organisation licensing AMaT is the data controller. Meantime AMaT Ltd is the data processor. It is the data controller's responsibility to ensure that the data held within their instance of AMaT meets their organisation's information governance requirements.

Implementation

AMaT is a cloud-based software that can be implemented for an organisation within a matter of days. Upon receipt of an organisation's purchase order the organisation will be given a date on which their instance of AMaT will be available for the first day of training for 'super users'.

As AMaT is cloud-based software, it requires a modern browser for access:

- Chrome
- Edge
- Firefox
- Safari

Single sign-on (SSO)

Single sign on can be enabled for organisations using Azure Active Directory.

Multi-factor authentication (MFA)

Available for organisations using email and password access.

Implementation plan

- Procurement contract signed:
 - AMaT is available to procure via LVPS and G-Cloud 15
- Receipt of PO
- Launch guide sent and configuration data requested
- New instance of AMaT set up for the purchasing organisation
- Initial training date set
 - Further training dates arranged
- IT contacts for single sign-on (if applicable)
 - Credentials sent to IT contacts
 - Test and live date set
- Live system released for initial training session.

Updates

AMaT is updated quarterly. Developments are requested and prioritised by super users from all licensed organisations. Development timetables and release dates are published on a quarterly basis. Downtime during updates (quarterly) is usually between 30 and 90 minutes.

Support

All queries, whether placed by phone or via AMaT's ticketing service, will be acknowledged within thirty (30) minutes during normal working hours.

An assessment of the situation regarding the query will be given within half an hour of the acknowledgement of the query by AMaT.

High severity issues – i.e. those preventing normal use of the system – that are within AMaT's control to address, will be addressed within two hours of acknowledgement of the query during normal working hours. Updates will be provided hourly if the query cannot be addressed within two hours.

Medium severity issues – i.e. those preventing normal use of the system but where a workaround is available – that are within AMaT's control to address, will be addressed within four hours of acknowledgement of the query during normal working hours. Updates will be provided hourly if the query cannot be addressed within four hours.

Low severity issues – i.e. those not affecting normal use of the system – that are within AMaT's control to address, will be addressed within one, eight-hour day of acknowledgement of the query during normal working hours. Updates will be provided hourly if the query cannot be addressed within eight hours.

Unmet service levels

Should the system experience severe or ongoing and intermittent downtime the licensed organisation will be compensated on a pro rata basis for every complete day of unavailability.

Procurement and invoicing

Upon receipt of a purchase order the first year's licence will be invoiced (30 days terms). The licence will run from the 1st day of the month following receipt of the purchase order. A pro forma invoice will be issued 12 to 8 weeks prior to the annual licence renewal date to enable organisations to raise a purchase order.

In situations where no purchase order has been received and the current licence has expired, access to AMaT will usually be restricted.

In situations where non-payment of invoice has exceeded the 30 days terms and the new licence period had commenced, access to AMaT will usually be restricted.

AMaT operates a Membership discount that is applied when organisations renew their licence. The discount applied is £500 per year up to a maximum of £2,500. N.B. Where payment is not received before the licence renewal date, then the Membership discount may not be applied to the subsequent renewal.

Ending of contracts

Notice of non-renewal should be given in writing upon receipt of the pro forma invoice for the licence renewal. AMaT will disable access from midnight on the last day of the current licence, and all required data must be extracted by the client organisation using the APIs provided by AMaT within 30 days.

Copyright Statement

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