



G Cloud 15

Service Definition

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About Us

Health and care systems are under unprecedented and sustained strain, driven by demographic change, workforce shortages, escalating demand, and mounting expectations around timely access, quality of care, and long-term sustainability. Responding to these pressures requires more than shifting activity out of hospital; it requires system-level approaches that support people to manage their health over time, enable recovery closer to home, and ensure care is delivered in the most appropriate setting across the full continuum of need.

Feebris provides an AI-guided virtual care platform designed to operate across this continuum, supporting prevention, early intervention, recovery, and long-term condition management in community settings. Rather than focusing on isolated episodes of care, the platform is built to strengthen ongoing support beyond traditional clinical environments, enabling people to remain independent, recover within their communities, and take a more active role in managing their own health. This model helps services deliver care closer to home without compromising clinical standards or placing additional burden on already stretched teams.

Commissioned across more than 200 NHS and social care sites, Feebris enables patients, carers, and allied health professionals to carry out clinically reliable health assessments outside hospital settings. A defining characteristic of the platform is its emphasis on data quality at the point of capture. Structured, AI-guided workflows are combined with embedded quality assurance to ensure assessments are consistent, interpretable, and suitable for clinical decision-making. This deliberate pairing of clinical-grade reliability with consumer-grade usability differentiates Feebris from traditional remote monitoring approaches. Intuitive, low-burden interfaces allow the platform to fit naturally into everyday use for people with varying levels of digital confidence, while maintaining the level of assurance required for system-wide deployment. As a result, trusted data can flow across services, supporting continuity of care, joined-up decision-making across pathways and organisations, and adoption at scale.

The Feebris Virtual Care Platform

The Feebris platform is designed to support the delivery of clinically reliable care beyond traditional clinical settings, combining a configurable digital dashboard with a guided mobile application. Together, these components enable trusted health data to be captured in the community and acted on remotely, supporting safe, coordinated care across services.

At the core of the platform is a browser-based dashboard that acts as the operational and clinical hub for the service. It provides authorised users with a consolidated view of activity, health assessments, and trends, enabling timely review, prioritisation, and coordination across teams. The dashboard is designed to support both day-to-day operational delivery and clinical oversight, while maintaining clear auditability and governance.

Key dashboard capabilities include:

- User management, supporting role-based access and appropriate governance
- Patient and ward-level views, enabling oversight at individual and cohort level
- Notifications and alerts, supporting timely review and escalation
- Full audit logging, providing transparency and traceability of activity
- Integrated suite of communication tools, including video calls and two-way messaging
- Configuration of clinical pathways, supporting both fully bespoke pathways and selection from an established library spanning adult and paediatric care.
- Configuration of individual patient baselines, supporting more personalised care
- One-click access to support, ensuring users can access help when needed

The Feebris mobile application complements the dashboard by enabling patients, carers, and professionals to carry out clinically reliable health assessments in community and home settings. The application is designed to be intuitive and low burden, guiding users step by step through structured check-ups while ensuring consistency and data quality.

Mobile application functionality includes:

- Access to relevant patient lists, or individual profiles for self-care use
- Step-by-step guidance through assessments, aligned to configured pathways
- Secure communication with dashboard users, supporting coordination and follow-up

- Wireless connectivity to peripheral devices, reducing manual data entry and error

A comparable dashboard experience is available to clinician users involved in care delivery, supporting shared visibility and multidisciplinary working across services and settings. Subject to local configuration and pathway guidelines, the mobile application can also provide automated decision support that takes account of personalised patient baselines, helping to inform proportionate, person-centred responses while ensuring that clinical judgement and oversight remain central to care delivery.

Proven Outcomes

Feebris has been independently evaluated and shown to deliver measurable benefits at both service and system level. An evaluation conducted by the York Health Economic Consortium demonstrated that the Feebris platform supports improved management of health risks in the community and more effective use of clinical capacity across pathways. The evaluation identified:

- 38% reduction in visits to A&E, supporting earlier identification of deterioration and timely intervention outside acute settings
- 25% reduction in hospital admissions, reflecting improved management, recovery, and ongoing support in community and home environments
- £500,000 saved for every 1,000 patients supported over a one-year period
- 5–6x return on investment for the NHS, demonstrating strong value for money at scale

Taken together, these outcomes show how clinically assured assessment, delivered at scale and designed for everyday use, can support care closer to home while delivering measurable value across the health and care system.

Clinical Quality and Workforce Enablement

Feebris is designed as a true enabler of high-quality care at scale, generating clinical capacity by augmenting the workforce rather than adding to its burden. The platform supports patients, carers, and community teams to carry out clinically reliable, actionable health assessments from anywhere, ensuring that care delivered closer to home meets the standards required for confident clinical decision-making.

In health systems such as the NHS, where time and workforce capacity are persistently constrained, the challenge is not simply collecting more data, but ensuring

that the data collected is meaningful, trustworthy, and usable. Many remote monitoring solutions create additional workload by producing large volumes of low-signal or inconsistent data that clinicians must manually interpret. Feebris takes a different approach, combining AI-guided assessment with embedded quality assurance and service transformation so that information captured in the community can be used efficiently and safely.

By focusing on quality at the point of capture, Feebris supports earlier and more precise identification of risk, reduces the need for repeat visits or reassessment, and enables clinical teams to prioritise their time where it adds the greatest value. This approach allows community services to manage increasing demand while maintaining high standards of safety and governance.

Key capabilities that underpin this model include:

- Guided and automated capture of vital signs and symptoms, reducing manual effort while improving consistency
- Embedded quality assurance, improving data reliability and reducing clinical review time
- Structured assessment of complex needs and comorbidities, supporting holistic decision-making in the community
- Decision support to enable safe skill-mixing, allowing tasks to be delegated appropriately while retaining clinical oversight
- Standardised workflows and automated quality reviews, ensuring consistent assessment quality across settings, services, and roles
- Clear, prioritised insights, supporting timely review, escalation, and more efficient diagnostic pathways

At a system level, these capabilities help reduce unnecessary repeat contacts, streamline pathways, and ensure that clinical expertise is applied where it is most needed. Feebris augments clinical judgement rather than attempting to replace it, strengthening workforce effectiveness while preserving professional accountability.

Sustainability, Scalability, and Equity

Sustainability is embedded into the Feebris service model, both operationally and strategically. The platform includes impact reporting to support partners in

understanding immediate service outcomes alongside longer-term system priorities, including efficiency, capacity creation, and environmental sustainability objectives such as Net Zero commitments.

Scalable delivery is supported through:

- Integrated patient and user support services, ensuring adoption is sustained over time
- Logistics and device management at scale, designed to operate reliably across diverse care settings
- Co-production of innovation with NHS partners, ensuring the platform evolves in line with real-world service needs

Equity is addressed by design rather than as an afterthought. This is supported through:

- Full offline capability, enabling use in areas with limited or unreliable connectivity
- Validation across diverse populations, spanning ages, settings, and clinical conditions
- A strong focus on usability and accessibility, supporting users with varying levels of digital confidence

This commitment to safety, accessibility, and usability has been reflected in Feebris achieving a 100% score in NHS England's DTAC assessment.

Use Cases

Feebris is designed to support a broad and evolving range of use cases across health and care, recognising that requirements differ by population, pathway, and local system priorities. The platform is modular and highly configurable, allowing it to be adapted to different service contexts while retaining a consistent, clinically assured core that underpins safety, quality, and governance.

Deployments are developed in partnership with commissioners and providers to ensure alignment with local objectives, service models, and workforce arrangements. This collaborative approach enables Feebris to complement existing pathways rather than disrupt them, supporting services to extend care safely and effectively into community and home settings. As a result, the platform is used to support care across

the continuum, including prevention, early intervention, recovery, and the ongoing management of long-term conditions.

By combining standardised assessment and assurance with flexible configuration, Feebris can be deployed across a wide range of settings, from single services to programmes operating at scale or across multiple organisations. The platform is designed to evolve alongside services, enabling use cases to expand or adapt over time without the need for wholesale redesign or replacement.

Providing a single platform capable of supporting multiple use cases helps organisations reduce fragmentation, improve continuity of care, and maximise the value of digital investment. This approach supports sustainable, system-wide adoption while ensuring that care delivered closer to home remains safe, person-centred, and aligned with local priorities.

Data Protection

Data protection is fundamental to the design and operation of the Feebris platform. Feebris is registered with the Information Commissioner's Office (ICO) and has a nominated Data Protection Officer (DPO) in place. The service is delivered in line with UK GDPR and the Data Protection Act 2018, with clear governance and accountability for the handling of personal and clinical data.

Feebris exceeds NHS Data Security and Protection Toolkit (DSPT) requirements and works closely with customers to ensure appropriate information governance arrangements are in place for each deployment. This includes supporting local data protection responsibilities and ensuring clarity around roles and data processing activities.

Privacy, security, and access controls are embedded throughout the platform, ensuring that data is handled securely and only accessed by authorised users. This approach enables organisations to deploy the service with confidence, knowing that data protection is built into the product and the way it is delivered.

Service Availability

Feebris is designed to operate reliably across a wide range of environments, including community and home settings where connectivity may be variable. The mobile application is fully functional offline, securely storing data locally and requiring access to mobile data or Wi-Fi only when readings need to be transmitted to the dashboard. This ensures continuity of service and avoids disruption to care delivery when connectivity is limited or intermittent.

The Feebris dashboard is built for high availability and resilience, supporting consistent access for operational and clinical users. In 2025, the dashboard achieved an actual availability of 99.99%, reflecting the platform's suitability for use in services that require dependable, always-on access. Services are delivered with high availability as standard, with full service availability details provided within the G-Cloud listing.

Service Delivery

Feebris delivers each deployment as a tailored service, designed to align with local priorities, pathways, and ways of working. The platform is not implemented as a fixed or one-size-fits-all solution; instead, Feebris works collaboratively with commissioners and providers to ensure it is embedded safely, sustainably, and in a way that complements existing services and workforce models.

While every deployment is bespoke, Feebris follows a clear and established delivery framework to support consistency, governance, and assurance. This approach allows services to benefit from a proven implementation model, while retaining flexibility in how the platform is configured, introduced, and scaled.

A typical deployment is shaped jointly with the customer and may include the following stages, adapted as required:

Planning:

- Agreeing key contacts, governance arrangements, and decision-making processes

- Defining roles and responsibilities across organisations and teams
- Confirming scope, objectives, success measures, and deployment approach

Pre-activation:

- Bespoke implementation planning and mobilisation
- Configuration of the service to align with local pathways and operating models
- Completion of relevant information governance and clinical safety processes (e.g. DCB0129 / DCB0160)

Training and testing:

- Delivery of role-appropriate training for users
- Testing of workflows, configurations, and escalation processes
- Phased or staggered go-live where appropriate, reflecting service readiness

Go-live:

- Activation of the service with Feebris support in place

Each deployment is supported by a dedicated Feebris account manager, who acts as the primary point of contact and coordinates the wider Feebris team. This includes software engineers, machine-learning specialists, and clinicians, who support onboarding and continue to contribute to the ongoing development of the platform in line with service needs.

Following go-live, Feebris provides proactive support during early operation, including closer monitoring of usage and more frequent check-ins during the initial deployment period. As services move into business-as-usual, support arrangements are adjusted to an agreed cadence, while maintaining access to account management, technical support, and ongoing service improvement.

Training and Ongoing Support

Feebris provides training to support safe and effective use of the platform across different roles and service settings. Training is CPD-accredited and can be delivered either remotely or in person, depending on local requirements and user needs. Sessions are tailored to user roles to ensure individuals understand how to use the platform appropriately within their responsibilities.

Training is not limited to initial onboarding. Ongoing support is provided throughout the life of the contract to ensure users remain confident as services evolve, new staff

join, or workflows change. This includes access to a range of on-demand resources that can be used for refreshers or self-directed learning, including:

- An online self-help hub containing training materials and guidance
- Support and training videos covering key tasks and workflows
- FAQs and written guides to support day-to-day use
- Refresher communications and updates to reflect service changes or platform releases
- Embedded webchat within the dashboard, providing direct access to support resources

This approach enables training to scale alongside the service and supports continuity of knowledge over time, without requiring repeated formal training sessions unless required.

Additional Services

Alongside the core platform, Feebris can provide a range of additional services to support organisations at different stages of digital maturity and service development. These services are offered on a flexible basis and can be delivered as part of a wider deployment or commissioned separately, subject to agreement.

Additional services are designed to help organisations integrate the platform effectively within existing environments, support service design and evaluation, and respond to evolving requirements over time. Where required, Feebris works collaboratively with customers to scope and deliver these services in line with local priorities and governance arrangements.

Additional services may include:

- System integrations, supporting interoperability with existing digital systems and data flows where appropriate
- Solution and service design support, to assist with the development or refinement of new models of care and operational processes
- Research support, including participation in evaluations, pilots, and studies to inform service improvement
- Impact and evidence services, supporting evaluation and commissioning decision-making
- Bespoke development, where specific requirements fall outside standard configuration of the platform
- Logistics services, delivered through fully managed or hybrid models

Together, these services reflect the reality that no two organisations or pathways are the same. By offering a flexible range of complementary services alongside the core platform, Feebris supports solutions that are sustainable, fully embedded within local services, and able to evolve over time as needs change.

References

References relating to the use of the Feebris platform are available on request and may include customer deployments, independent and local evaluations, and supporting evidence where appropriate. Subject to approval, Feebris can also facilitate contact with leads at existing NHS and social care sites to provide references directly. These materials are intended to support due diligence and inform commissioning decisions across a range of settings and pathways.



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