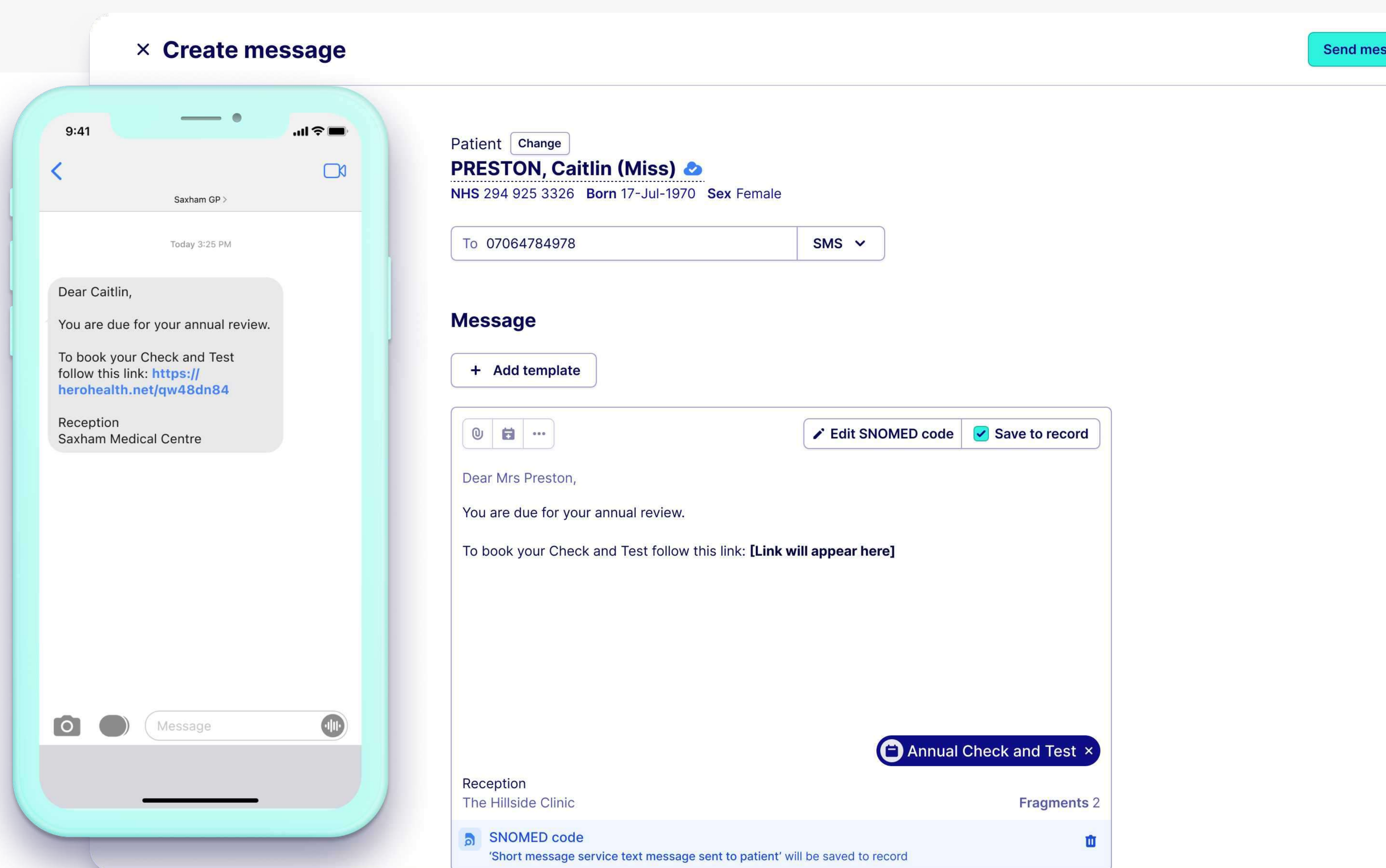


Intuitive triage, appointment booking and messaging for NHS GPs

NHS primary care providers use Hero for online consultations, to communicate with their patients by SMS or email, and to accept online bookings.



We're an accredited supplier



HM Government
G-Cloud
Supplier



NHS Digital
DSPToolkit assured



About Hero

Service scope

This service definition describes the Hero Health digital access, care navigation and patient communications platform available for purchase via the G-Cloud 15 framework. The service is provided as a cloud-hosted software-as-a-service (SaaS) offering and is governed by the G-Cloud 15 Call-Off Contract. All functionality described in this document is provided in accordance with the published G-Cloud pricing schedule. Any services or features not explicitly described in the G-Cloud pricing schedule are outside the scope of the G-Cloud offering.

Patient engagement technology for primary care

Hero Health is a digital access and patient engagement platform designed for NHS primary care organisations. It supports online consultations, care navigation, appointment booking, and patient communications, helping practices manage patient demand and administrative workflows digitally. The platform integrates with EMIS Web and TPP SystmOne, and can also be deployed as a standalone, non-integrated solution where required.

Designed for NHS primary care providers, the Hero Health platform offers a comprehensive booking, triage, and patient engagement solution that integrates seamlessly with EMIS Web and SystmOne. Hero can also be used as a standalone, non-integrated solution.

Our platform enables:

- ✓ **Integrated triage and care navigation** – configure bespoke way-finding and triage inbound enquiries to ensure patients get the right care at the right time.
- ✓ **Seamless communication** – engage patients via SMS, email, and the NHS App, with questionnaires, 2-way messages and self-booking links.
- ✓ **Faster, smarter appointment booking** – online booking and appointment reminders to reduce DNAs and improving efficiency.
- ✓ **Video appointments** – easily interact with patients over video.

We're used by GPs, PCNs, federations, NHS Trusts, and private providers to deliver safe care and enhance patient engagement.

Core features

The Hero Health administrative platform is accessed securely via the browser (Edge or Chrome). Within this, practitioners and administrators can access and utilise Hero's functionality. For practices using EMIS Web or Systm1, Hero's core functionality is also accessible via a toolbar that detects the selected patient within the EHR. For patients, access is online via the browser.

Our feature set includes:

1. Care navigation & triage (online consultations)
2. Messaging - Individual and batch
3. Appointment booking
4. Video
5. Private provider functionality

Our integrations

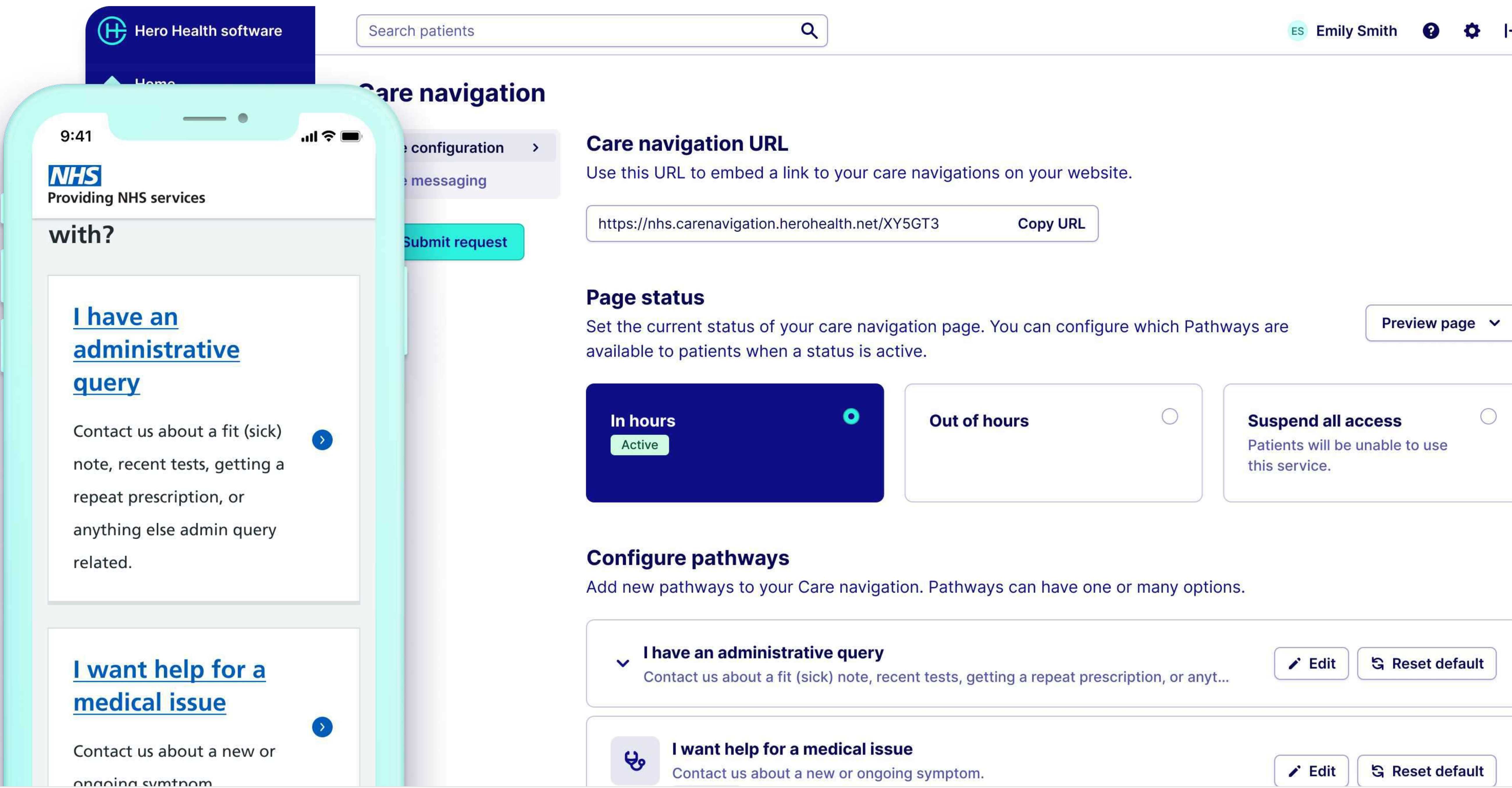
The Hero platform is integrated with EMIS Web and TPP's Systm1, or can be used as a freestanding, non-integrated platform. Hero is integrated with the NHS App for messaging, NHS Login for patient authentication, PDS and NHS SSO for provider authentication

Care navigation & triage

Hero Health’s care navigation & triage functionality ensures patients receive the right care, at the right time, from the right healthcare professional. By streamlining patient requests into a single, easy-to-manage workflow, Hero Health helps practices improve efficiency, reduce administrative burden, and enhance patient experience.

How it works

- ✓ **Configurable digital triage** – Unlike traditionally rigid online consultation triage solutions, Hero’s low-code care navigation builder allows individual practices to customise:
 - The ‘pathways’ visible to patients online - pathways can direct patients to 1) submit an online consultation 2) access provider selected self-help resources 3) to book online or 4) to external resources (e.g., social prescribing services)
 - The online consultation questions asked to patients (e.g., different questions for adults vs. children, or urgent vs non-urgent, or medical vs. administrative) This approach allows practices to configure triage and care navigation pathways to meet local operational and clinical requirements across a range of healthcare services.
- ✓ **Multi-channel patient access** – Patients can submit requests via their browser online or via an administrator over the phone. Requests are consolidated into a centralised practice triage inbox.
- ✓ **Seamless workflow** - Practices can create teams of users (e.g. Clinicians, Frontdesk) and auto-assign submissions to the appropriate team for quick prioritisation. Submissions can be flagged for urgent priority. Staff can respond via SMS, Email, or the NHS App, request more details via questionnaires, or book the patient in.
- ✓ **Total triage** – By using Hero’s Care Navigation, practices can resolve patient requests more efficiently, reducing call volume, appointment pressure, and unnecessary GP consultations, ultimately saving time for both staff and patients.



Messaging & questionnaires

Hero Health's messaging functionality enables seamless communication between healthcare providers and patients, improving engagement, reducing DNAs, and streamlining clinical and administrative workflows. With functionality to send individual or batch messages, by using Hero, practices can enable fast, effective, and trackable patient interactions.

Key features

- ✓ **Individual messaging** – Using our toolbar or browser solution, you can send personalised messages via SMS, email, or the NHS App. Messages can be written individually, or you can populate templates for common message formats. Messages can include self-booking links, patient questionnaires, attachments, or digital documents (e.g., sick notes, referrals, letters) retrieved from the EHR record or desktop.
- ✓ **Batch messaging** – Efficiently communicate to cohorts of patients via our campaigns functionality. Send questionnaires for remote monitoring (e.g., asthma reviews) or links to book immunisations or vaccines (e.g., flu campaigns). Track uptake and engagement, and automatically follow-up with patients who haven't replied.
- ✓ **2-way messaging** – Include a reply link in an individual message, and allow patients to send one-time responses, including text replies, attachments, and photos. This feature supports follow-up to clinical triage, appointment follow-ups, and remote patient monitoring, allowing for a more efficient, digital-first approach to care. Patient replies are assigned to the sender, and can be viewed in our workflow inbox
- ✓ **Questionnaires** – Use our library of questionnaires or build your own bespoke questionnaires using a combination of ~25 components. Questionnaires can be sent by messaging, and allow you to collect relevant patient data ahead of appointments, monitor conditions remotely or update records (e.g., collect ethnicities). SNOMED coded responses are automatically linked to the patient's record, saving valuable admin time.
- ✓ **Self-booking links** – Give patients the power to book appointments directly from their own device, reducing inbound calls and improving scheduling efficiency. Send patients links to book online - specifying the appropriate appointment type/s, location/s and practitioner/s.

Messaging functionality is provided as part of the core Hero Health service. Where SMS is used as a delivery channel, messages are charged on a usage basis as set out in the G-Cloud pricing schedule. Messaging delivered via alternative digital channels, including email and the NHS App, is included within the standard licence.

Appointments

Hero Health provides digital appointment booking functionality for patients and healthcare providers. Appointments can be booked into the connected clinical system diary or managed within the Hero platform, depending on local configuration. Booking workflows can be configured to support different appointment types, locations, and practitioner roles.

Key features

- ✔ **Self-booking links** – Send one-time booking links via SMS, Email, or the NHS App to allow patients to book defined appointment types securely and conveniently. Specify slot types, locations and practitioners to ensure patients only book the correct appointment.
- ✔ **Website integration** – Enable direct online booking through your website or intranet with an NHS-branded booking flow. Patients can view available slots and book for themselves or their dependents.
- ✔ **Intelligent restrictions** – For website integrated booking, ensure patients book the right appointments by setting restrictions based on age, gender, or GP practice registration (e.g., limit cervical smear appointments to eligible patients based on sex and age).
- ✔ **Custom intake forms** – Capture relevant patient details at the time of booking with bespoke forms, including multiple-choice, free-text fields, or image uploads. For example, for a cervical smear appointment, require patients to submit intake form information such as the date of their last smear test.
- ✔ **Cross-organisational booking** – Allow patients to book appointments across PCN or Federation sites, ensuring they access the right care at the right location.

Create appointment

Confirm booking

9:41

NHS
Providing NHS services

Your appointment has been booked

We have sent a booking confirmation to the contact details held on this patient's file.

Friday 9 August 2024
09:40AM

Patient
Cullen, Mr Bailey

Appointment
GP Consultation with Dr Dahl,
Alcides

Location
Saxham Medical Centre

Patient **Change**

PRESTON, Miss Caitlin (51y, F)

NHS 294 925 3326 DOB 17 Jul 1970 Sex Female

Appointment **Change**

Standard GP Appointment

Practitioner **Any** Location **Saxham Medical Centre**

< Aug 2023 >

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	30	31	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

☐ Specify time

9 Aug 2023

9:00am	9:15am	9:30am
10:15am	10:30am	10:45am
11:30am	11:45am	12:00pm
12:45pm	1:00pm	1:15pm
2:00pm	2:15pm	2:30pm
3:15pm	3:30pm	3:45pm

Reason for appointment **Optional**

Video

Hero Health provides secure, seamless video consultations, enabling healthcare professionals to conduct virtual appointments without requiring patients to download an app.

Key features

- ✓ **Simple & secure access** – Patients receive an email link 10 minutes before the appointment and can join the consultation instantly, with no downloads or logins required.
- ✓ **Flexible booking options** – Video consultations can be scheduled in advance or offered via self-booking links for patient convenience.
- ✓ **Multi-participant calls** – Invite family members, interpreters, or other healthcare professionals to join the consultation as needed.
- ✓ **Integrated with your diary** – Practitioners can launch video calls directly from Hero's diary view, ensuring quick access and smooth workflows.

NHS App

Hero Health seamlessly integrates with the NHS App, providing patients with a familiar, trusted, and secure way to manage their healthcare digitally. Our integration enables messaging and appointment reminders to be delivered directly through the NHS App—enhancing patient access while reducing costs for practices and ICBs.

Key benefits

- ✅ **Enhanced patient access** – Patients can receive reminders, book appointments via self-booking links, complete questionnaires and respond to messages all within the NHS App, creating a single digital front door to care
- ✅ **Cost savings** – Sending messages and appointment reminders via the NHS App reduces SMS costs for GP practices and PCNs, helping to free up NHS resources
- ✅ **Fewer missed appointments** – NHS App notifications improve patient visibility of appointments and reminders, helping to reduce DNAs
- ✅ **Seamless communication** – If a patient has the NHS App with notifications enabled, messages, self-book links, and reminders are automatically delivered in-app. If not, Hero Health's intelligent fallback ensures communication reaches patients via SMS or email
- ✅ **Streamlined workflows for practices** – No additional setup is required for practices—patient details sync automatically from the clinical system, ensuring smooth and efficient communication.

By integrating with the NHS App, Hero Health supports the NHS's vision of a digital-first healthcare model, making access to care simpler, faster, and more cost-effective. 🚀

Interoperability & accessibility

Hero Health integrates seamlessly with the main NHS clinical systems EMIS and TPP SystmOne, ensuring smooth workflows for GP practices and PCNs using these EHRs. Our platform also connects with the NHS App, NHS login, NHSmail SSO, and centralised NHS infrastructure such as PDS, supporting a fully interoperable digital healthcare experience.

We prioritise accessibility and ease of use, ensuring our platform meets WCAG 2.1 AA standards and aligns with NHS Digital best practices. Our patient facing screens leverage the NHS style guide, matching the NHS App. With a mobile-first design, clear language, and intuitive navigation, Hero Health improves patient engagement across all devices.

Additional information

✓ Service levels & uptime

- Hero Health is accessible 24/7, maintaining a 99.9% uptime across all services.
- A dedicated support team and real-time monitoring system ensure rapid response and issue resolution.

✓ Security & compliance

- DTAC-compliant, ensuring full NHS technology standards.
- GDPR/UK Data Protection Act-compliant, with an ICO-registered Data Protection Officer (DPO).
- Cyber Essentials Plus certified, ensuring best-in-class data security and governance.
- Clinical risk management in line with DCB0129 standards, ensuring software safety and compliance.

✓ User support & incident management

- Live support available:
 - Monday–Friday: 9.30 AM – 5.30 PM
 - Median response time: <15 minutes.
- 24/7 online support portal with articles, FAQs, and troubleshooting guides.

✓ Security standards

- Security controls aligned with UK government and NHS standards
- Cyber Essentials Plus certified
- Regular accredited penetration testing
- Role-based access controls
- Data encrypted in transit and at rest in line with industry best practice

✓ Secure data handling

- Data is encrypted at rest and in transit using industry best practices.
- Fully compliant with NHS DSP Toolkit, GDPR, and UK Data Protection Act.

✓ Interoperability & cloud-first deployment

- Utilises NHS-approved APIs.
- AWS infrastructure, ensuring 99.99% uptime and resilience.
- No planned downtime with seamless, rolling software updates.

✓ Data extraction & backup

- Organisations can export data to CSV or access data via API integrations.
- All data is stored in a fully hosted, secure Data Centre within the UK (AWS), with automatic backups and disaster recovery protocols.