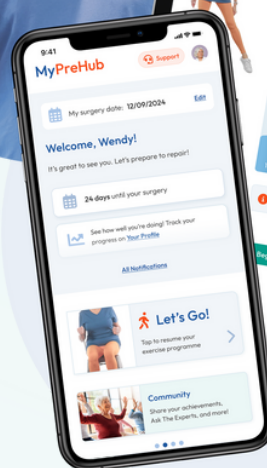




Service Definition

Dynamic, individualised
perihabilitation



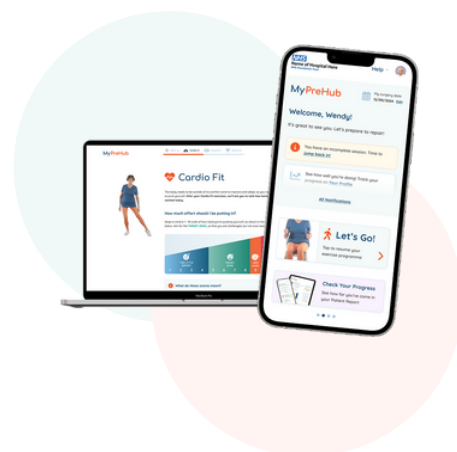
Prepare to repair

PreActiv is a secure, cloud-based individualised, dynamic perihabilitation platform that supports patients before, during, and after hospital treatment through structured exercise, lifestyle education, and psychological support, helping to optimise recovery, reduce complications, hospital stays and health inequalities, helping departments meet NHS and government targets.

PreActiv supports patients undergoing major elective surgery and oncology treatment through three distinct pathways:

- Prehabilitation: Elective Surgery
- Prehabilitation & Rehabilitation: Elective Surgery
- Oncology Perihabilitation

The platform is highly cost-effective and scalable, complements existing clinical services, and is DTAC and DCB 0129 compliant, and Cyber Essentials certified.



Aligned with NHS and Government Priorities

PreActiv supports Trusts in meeting the NHS 10-Year Health Plan by addressing its three core objectives: shifting care from hospital to community settings, moving from analogue to digital services, and focusing on prevention.

The PreActiv prehabilitation solution also supports Trusts in meeting the Government's Elective Recovery Plan, assists hospitals in fulfilling perioperative care mandates, and delivers targeted oncology prehabilitation in line with Macmillan's 2025 guidance.

Features & Benefits

The PreActiv platform supports patients undergoing major elective surgery and oncology treatment. The platform is designed around three separate pathways, all of which include the following core features:

-  Individualised perihabilitation programmes based on patient health data
-  Adaptive content to patient feedback, progress and symptoms
-  Built to treatment dates
-  Multimodal educational modules (nutrition, psychological preparedness for treatment, alcohol and smoking cessation)
-  Gamification features to promote adherence and motivation
-  Community forum offering peer support
-  Clinician dashboard that supports seamless onboarding, oversight and progress and symptom tracking
-  Integrates with major digital perioperative and patient engagement platforms (DrDoctor, VitalHub, Ultramed (My PreOp+))
-  Collaborates with existing prehabilitation or oncology support services

Benefits

- Highly cost-effective and scalable, widening access to effective preventative care
- Optimises patient fitness and psychological preparedness ahead of surgery or cancer treatment
- Reduces postoperative complications and supports faster recovery
- Shortens hospital stays and reduces resource use, supporting cost-effective care
- Reduces the risk of readmissions and unnecessary hospital visits
- Supports recovery trajectories through tailored rehabilitation
- Enables enhanced patient monitoring via a secure dashboard
- Reduces surgical cancellations by improving patient readiness and pathway efficiency
- Increases elective and treatment capacity, supporting more efficient service delivery

“My surgeon said his fastest discharge was a 50-year-old in 48 hours. I’m 71 and was discharged in under 48 hours!”

Nancy, 71, colorectal cancer patient & PreActiv user

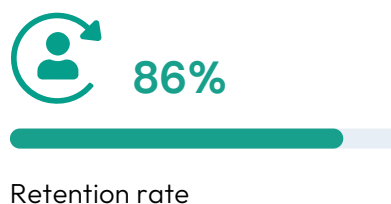
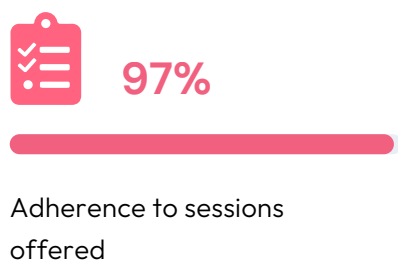
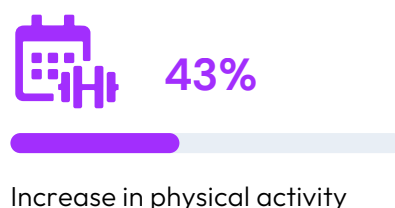
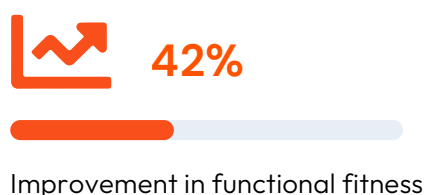


Evidence & Outcomes

Developed by a multidisciplinary team of experienced NHS clinicians, psychotherapists, and tech specialists, PreActiv was designed based on established evidence demonstrating that perihabilitation can:

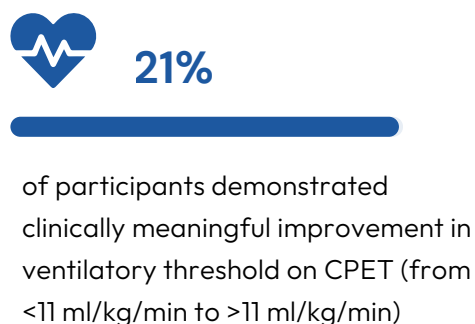
- Improve patient outcomes
- Reduce complications
- Support shorter hospital stays by an average of two days
- Enhance patient experience
- Reduce the risk of readmission for oncology patients

PreActiv's prehabilitation research demonstrates significant impact. Patient mood and anxiety was reduced alongside the below outcomes:



“I thought the programme was very innovative and easy to follow. The work I did will help me for my op and recovery process”

PreActiv User



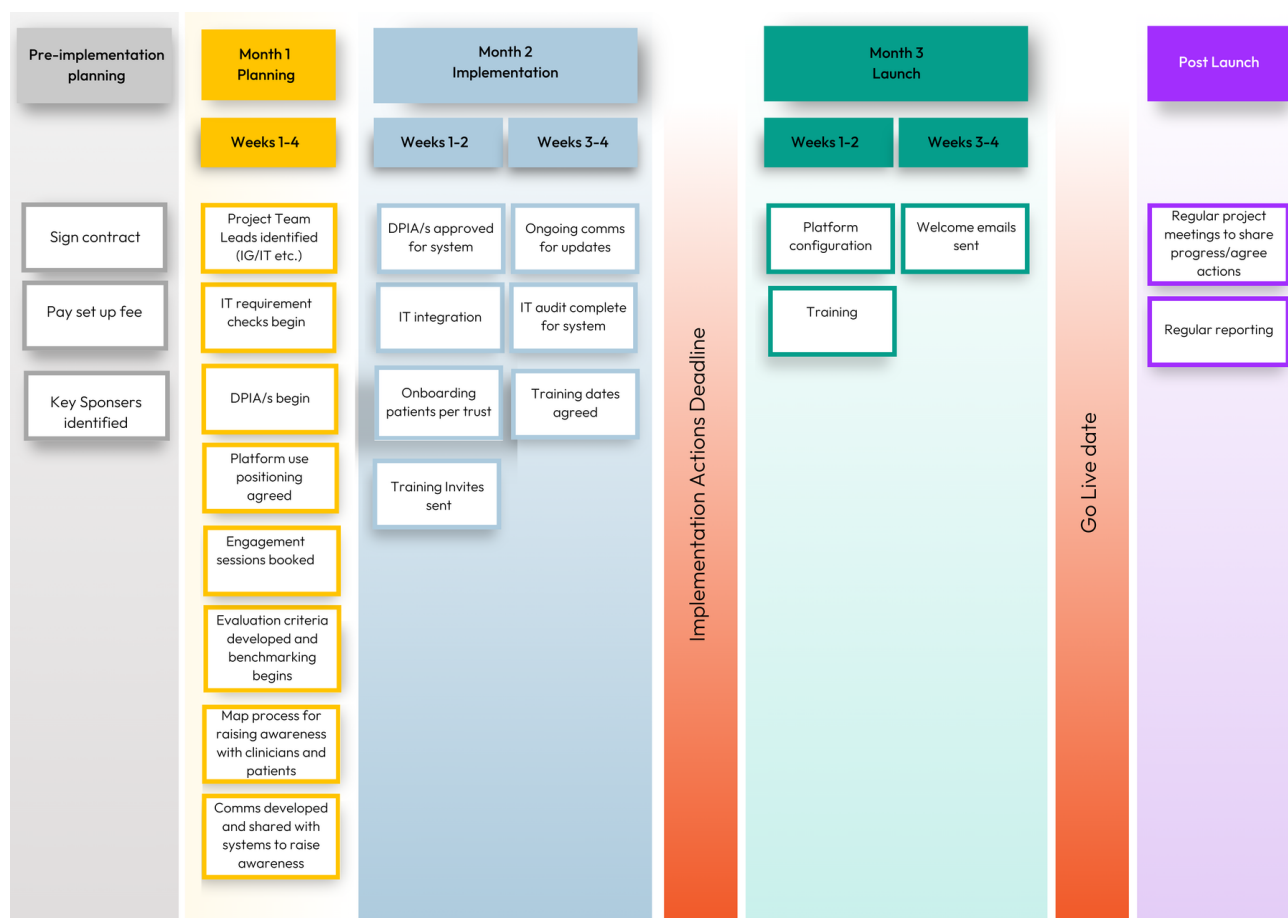
Implementation & Integration

Integration

PreActiv can be deployed without additional integration and operates seamlessly alongside perioperative and oncology pathways. To further streamline the patient and clinical pathway, Trusts have additional integration options, including, integration with major perioperative and patient engagement platforms, including DrDoctor, VitalHub, and Ultramed (My PreOp+).

Implementation and onboarding

Implementation is designed to be structured and low burden for NHS teams as outlined in the chart below:



Technical Information & Security

Accessibility and Standards

- WCAG 2.2 AA aligned accessibility
- Accessible via standard internet browsers
- No specialist hardware required

Technical Information

- Delivery Model: PreActiv is delivered as a secure, cloud-based SaaS platform.
- Accessibility:
 - Accessible via modern web browsers
 - Device agnostic (desktop, tablet, mobile)
 - Compatible with iOS and Android devices
 - No local installation required

Information Assurance, Security and Data Protection

- Hosted on UK-based Google Cloud data centres
- Secure, containerised architecture
- Encryption of data at rest and in transit
- Daily automated backups with encrypted storage and versioning
- Role-based access controls and least-privilege permissions
- Secure authentication and session management
- Defined data retention and deletion policies
- User-level data deletion supported
- Disaster recovery and business continuity processes
- Continuous monitoring and alerting

Standards and Compliance

- DTAC compliant
- Cyber Essentials certified
- GDPR compliant
- NHS Data Security and Protection Toolkit (DSPT) compliant Clinical Safety (DCB 0129):
 - Maintained Clinical Risk Management System
 - Appointed Clinical Safety Officer (CSO)
 - Hazard identification and mitigation
 - Clinical safety documentation including Clinical Risk Management Plan, Hazard Log, and Clinical Safety Case Report
 - Supports safe clinical use and does not replace clinical judgement

Performance & Availability

- Target uptime: 99.9%
- Horizontally scalable architecture
- Content delivery network optimisation
- Planned maintenance communicated in advance
- Defined disaster recovery procedures
- Documented recovery time objectives

Service Management and Change Control

- Structured change management process
- Material changes assessed for clinical safety, security, and operational impact prior to deployment
- Clients notified in advance of planned updates

Support for Clinicians & Patients

“The course made so much difference and everyone’s support.
You feel you don’t want to give up because people have invested
in you.”

PreActiv user

Support hours: Monday to Friday, 09:00 - 17:00

Patient support:

- In-platform support forum
- Online ticketing system
- Telephone helpline
- Moderated community support

Clinician support:

- Dedicated account manager
- Implementation support
- Ongoing service reviews
- Defined escalation pathway to in-house technical teams



Dependencies

To access PreActiv, patients require an internet-enabled device and a standard web browser.

The risk of exclusion for those without a device is mitigated through device lending schemes where available. For patients unable to access a device, paper-based programmes are provided.

Contracting & Exit Management

- Data export provided in agreed standard formats
- Support for transition to alternative services
- Data deletion completed in line with GDPR and contractual requirements
- Data export and deletion completed within agreed contractual timescales following termination

“PreActiv gave me confidence, structure, and motivation. It made the recovery much easier than I expected.”

Hildur, 76, hip replacement patient & PreActiv user

Contact the team

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🖱 www.preactiv.co.uk

