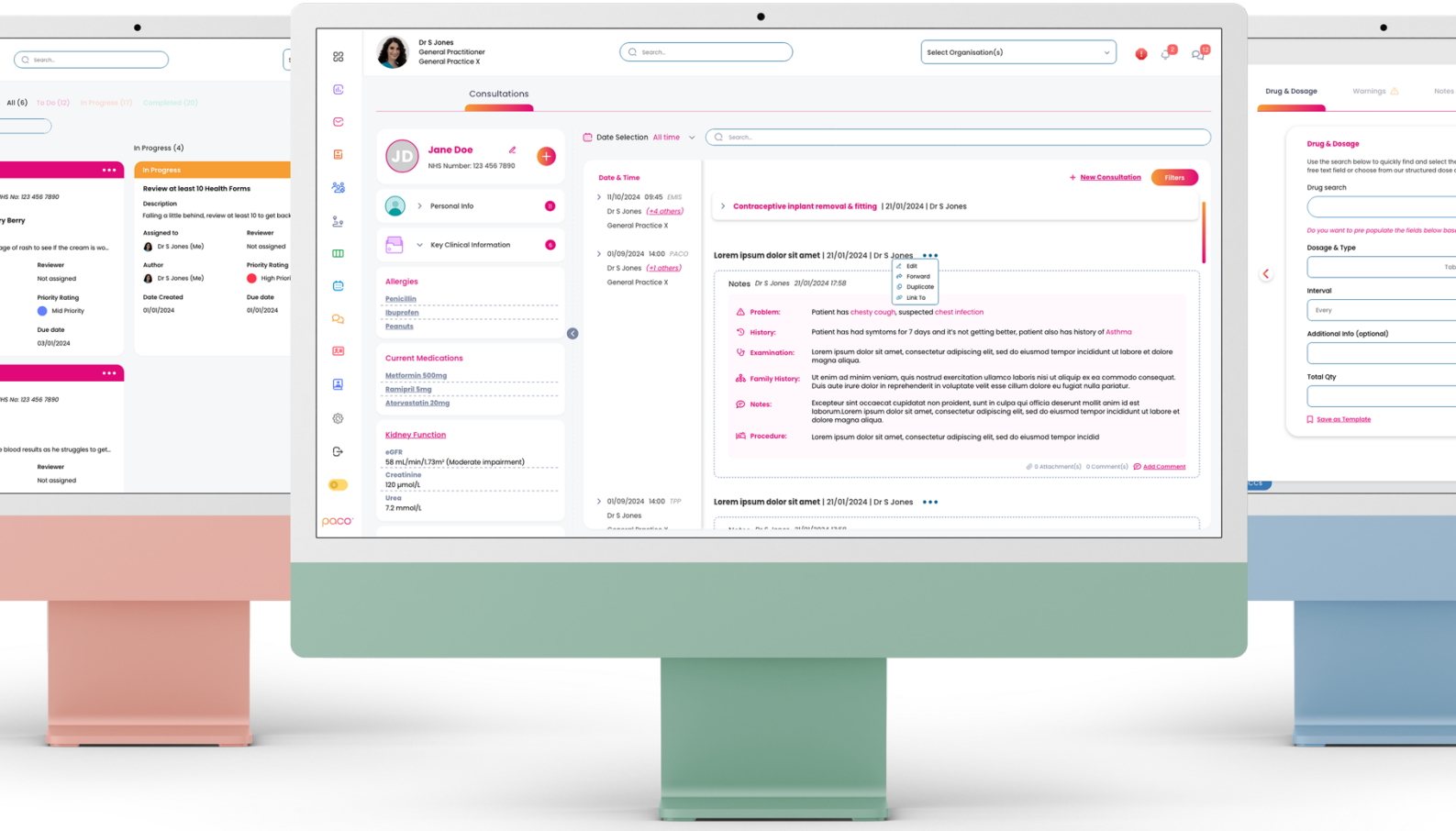
Blinx PACO OS Pricing

PACO – G-Cloud 15



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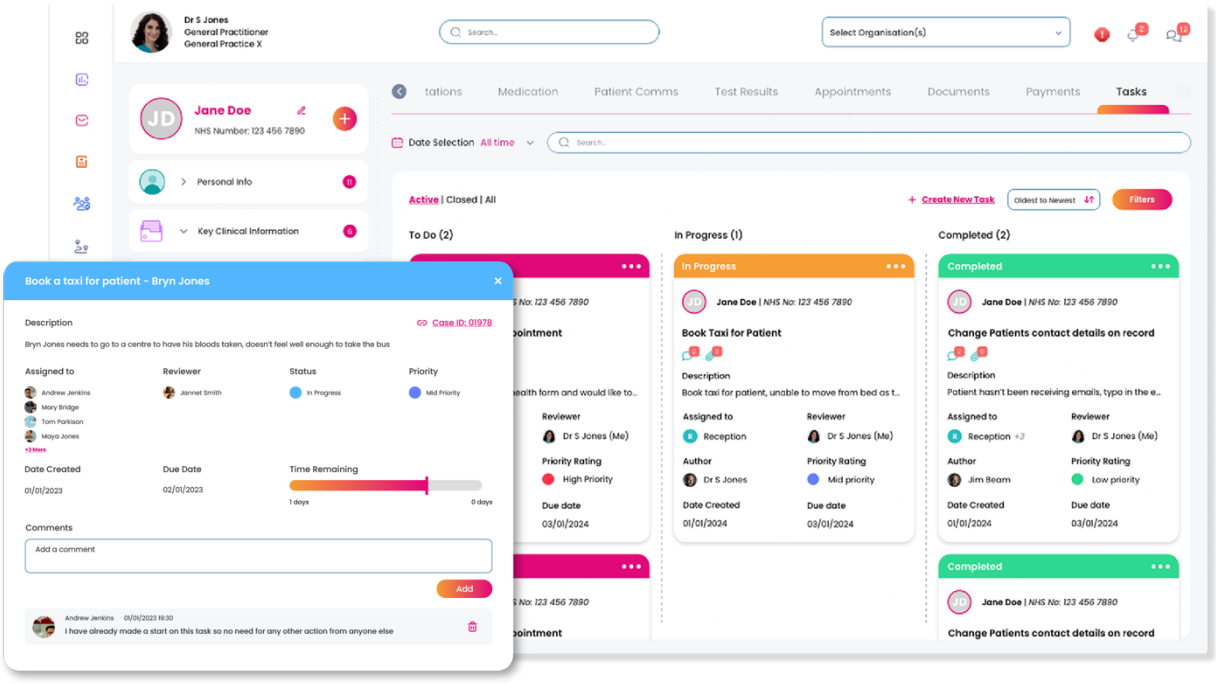


About us:

Blinx Healthcare is a pioneering cloud-based Health Tech company specialising in solutions for Primary Care and Urgent Care settings. Our flagship product suite, PACO (The Patient And Care Optimiser), represents a paradigm shift in healthcare software-as-a-service (SaaS) solutions.

Blinx Healthcare has invested significant time and resources in developing PACO, leveraging advanced technical integration, data analytics, and user experience (UX/UI) expertise. Designed by healthcare practitioners for healthcare practitioners, PACO is built on a modern cloud architecture with scalability at its core.

PACO is the single platform that supports the full patient journey, from GP to hospital and everything in between. PACO brings together GPs, PCNs, Federations, community services, social care, mental health, and hospitals – enabling shared records, real-time communication, and modern digital tools that work with, not against, existing systems.



PACO OS

PACO OS is a neighbourhood-ready Electronic Patient Record that includes **all PACO GP and PACO Connect functionality** as standard, alongside additional EPR capabilities for multidisciplinary and multi-organisation working.

PACO OS is licensed as a **platform service**, ensuring customers have predictable costs while retaining flexibility to scale.

PACO OS includes all the PACO GP and PACO Connect functionality, optimised for PCN, Neighbourhood and at-scale health provision, including:

- Single patient record access with Multi-org visibility
- Electronic Prescribing
- Cross-organisation appointment and session management
- At-scale communications for appointment confirmations and follow-up
- Multi-Org task board and caseload management
- Core NHS integrations
    - Personal Demographics Service (PDS)
    - Child Protections Information Sharing (CPIS)
    - Directory of Services (DoS)
    - Summary Care Record (SCR)
    - GP Connect

PACO OS provides an open, vendor-agnostic alternative to proprietary GP supplier hubs, enabling PCNs and neighbourhoods to operate shared services without requiring all delivery partners to use the same underlying clinical system

Types of licence

PACO OS pricing is based on the pricing principles based on the named user licence model across healthcare organisations that are purchasing the platform.

Unlike GP supplier hubs that implicitly charge per practice or per list size, PACO OS uses a named-user model to enable fair cost sharing across PCN, Neighbourhood and community teams, including non-GP organisations.

Voluntary, Community and Social Enterprise (VCSE) Provider Access

PACO OS supports controlled access for VCSE and community providers, enabling contribution to shared records, tasks and communications without requiring GP system licences. Role-based permissions and audit trails ensure appropriate governance while enabling true neighbourhood delivery.

Further customisations can be requested.

All pricing in the table above is based on a minimum 12-month contract. For contracts that are 24 months, or longer, additional discounts are offered on the total contract value.

User-Based licence model

For services operating extended neighbourhood, community or individual organisations for the full PACO OS **EPR user licences** apply for:

User pricing is tiered by volume and reflects:

- Access to advanced consultation views
- Multi-organisation write-back
- Caseload and task management
- Prescribing workflows

This model avoids charging practices twice for core GP access while enabling fair cost distribution for neighbourhood teams.

PACO OS Pricing Tiers - Named User Licence

Number of users	Price per named user per annum
1 – 20	£499
21 – 50	£485
50 – 100	£475
Over 100	£460

All prices shown are exclusive of VAT.

Patient Population pricing licence model

For services operating extended neighbourhood, community or individual organisations for the full PACO OS **patient population pricing** apply for:

Patient population pricing applies across the whole place purchasing the platform and enables unlimited user licences and reflects:

- Access to advanced consultation views
- Multi-organisation write-back
- Caseload and task management
- Prescribing workflows
- PACO Assist and Talk capability

This model avoids charging for multiple users to support and cover a population in a Neighbourhood or region, enabling fair cost distribution for neighbourhood teams.

PACO OS Patient Population Pricing

Cost per patient - £2.75

All prices shown are exclusive of VAT.

Technical Enablement

Our technical enablement activity ensures customers are onboarded safely and efficiently by establishing secure connectivity with core GP clinical systems. This includes configuring and validating approved APIs, setting up required system integrations and confirming data flows operate as expected.

We work closely with customer IT and system suppliers to complete authentication, access controls and environment configuration. All integrations are tested and validated against agreed use cases to ensure data accuracy, performance and clinical safety before go-live, providing a stable and compliant technical foundation for service adoption.

Cost per site - £995

All prices shown are exclusive of VAT.

PACO GP Professional services

Our professional services offering provides a structured three-day onboarding and training plan (per site) designed to ensure rapid, safe and effective adoption of the PACO platform. Training is delivered by experienced specialists and tailored to local workflows, covering clinical, administrative and operational use cases.

The plan combines system configuration walkthroughs, role-based training sessions and practical hands-on exercises. This approach ensures users are confident in day-to-day operation, understand governance and safety requirements, and are fully prepared for go-live, reducing risk and accelerating time to value.

Cost per site - £2,995

Additional days - £875 per day

All prices shown are exclusive of VAT.

Any additional days can be requested and will be charged based on the Standard day rates as detailed in the Skills for the Information Age (SFIA) rate card

All Travel & Expenses are "Excluded" from these rates and would be invoiced additionally

Additional Costs

Messaging costs

Blinx prefer to connect to the existing SMS contracts and does not charge for SMS routed via ICB NFC8 account, this requires authorisation and provisioning by STP/ICB for 3rd party access. STP/ICB are responsible for all costs and charges of messaging routed through NFC 8 gateway.

All other SMS costs are charged monthly in arrears, based on consumption and charged at a flat rate of **£0.035p per SMS fragment.**

Video Consultation costs

Blinx offer video consultations through the PACO platform and this is charged at **£0.008 per minute per attendee** and is paid in arrears monthly after usage with a report being provided on used minutes and attendees per call.

Additional options

PACO Analytic Packs

PACO Analytics Packs provide actionable insight across operational performance, patient cohorts and medicines management. Sitting across the PACO platform, they transform live clinical and operational data into clear, decision-ready reports that help practices and neighbourhood teams manage demand, improve outcomes and reduce manual reporting effort.

Core operational Reports Pack

Provides visibility of day-to-day performance, including:

- Capacity, Appointments utilisation and trends
- Communications and response rates
- Access and operational indicators
- Caseload and workload distribution
- Pathway performance
- Extended access and neighbourhood services

Designed for operational oversight and management.

Patient Cohort Packs

Enables proactive population health management through:

- Long-term condition cohorts
- Frailty and risk stratification
- Preventative care and recalls
- Targeted interventions

Supports QOF delivery and neighbourhood prevention priorities.

Medicines Management Pack

Provides insight to support safer, more effective prescribing:

- Prescribing patterns and variation
- Medicines reviews and monitoring
- Audit and optimisation support
- Population-level medicines oversight

Designed to support clinical governance and optimisation programmes.

Key Benefits

- Reduce manual reporting and spreadsheet dependency
- Identify patient cohorts quickly for proactive care
- Improve operational and capacity planning
- Support medicines optimisation and safer prescribing
- Enable consistent reporting across practices and services
- Provide commissioner-ready insight without additional tools

Licence is charge per annum and per practice within the purchasing organisation and is based on the Patient population in the purchasing organisation.

Patient Population	Core Operational	Patient Cohort	Medicine Management	All Reports packs
0 – 15,000	£950	£950	£950	£1,900
15,001 to 250,000	£900	£900	£900	£1,800
Over 250,001	£750	£750	£750	£1,500

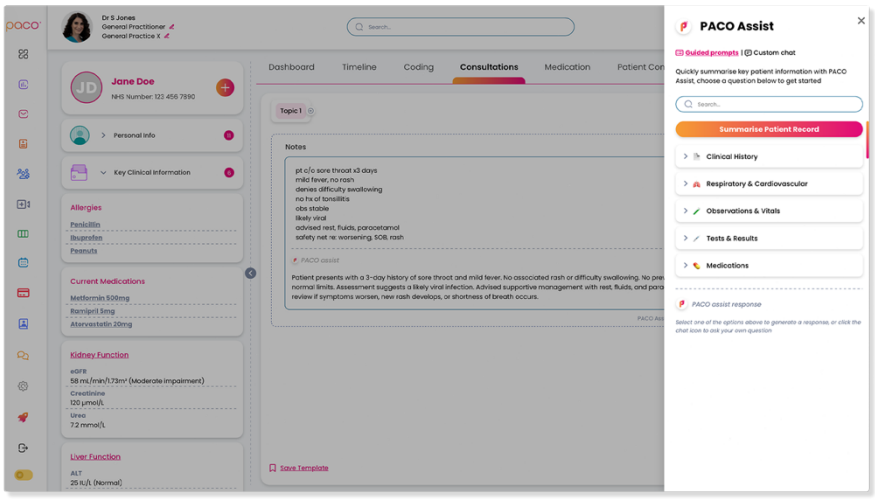
All prices shown are exclusive of VAT.

PACO Assist

PACO Assist is priced as an **optional add-on service** to the PACO platform.

Pricing is designed to be transparent, scalable and aligned to NHS usage patterns, enabling organisations to adopt AI support without committing to unnecessary capacity.

All prices are exclusive of VAT.



Types of Licence

PACO Assist is licensed on a **per-user basis**, with optional cohort-based extensions for population-level functionality.

All pricing in the table above is based on a minimum 12-month contract. For contracts that are 24 months, or longer, additional discounts are offered on the total contract value.

PACO Assist User licence

Applies to clinicians and authorised administrative users accessing AI-assisted features..

Cost per user - £550

PACO Talk (Scribe)

PACO Talk is an AI-enabled clinical documentation service designed to reduce administrative workload while improving data quality and clinical consistency. PACO Scribe is context-aware of appointments booked through PACO Connect.

When a consultation is launched from a PACO Connect appointment, PACO Scribe automatically associates documentation with the correct:

- Patient
- Appointment
- Organisation and clinician
- Service or pathway

This ensures accurate attribution and eliminates duplicate data entry.

Types of Licence

PACO Talk is licensed on a **per-user basis**, with optional cohort-based extensions for population-level functionality.

All pricing in the table above is based on a minimum 12-month contract. For contracts that are 24 months, or longer, additional discounts are offered on the total contract value.

PACO Talk (Scribe ONLY)

Applies to clinicians and authorised administrative users accessing AI-assisted features.

Cost per user - £500

PACO Talk assist (Talk (Scribe) and Assist combined)

Provides users access to all the features in PACO assist and PACO Talk (Scribe) enabled on PACO

Cost per user - £850

PACO People Rota

PACO People (Rota) is a workforce management solution enabling efficient shift management, onboarding, compliance tracking, payroll reporting and invoicing.

It can act as a standalone solution to help manage healthcare teams at scale and also integrates with PACO connect and PACO OS appointment books to align workforce availability with service demand.

Types of Licence

PACO People is licensed based on the number of **active employees managed within the rota system**, rather than the number of administrative users. An *active employee* is defined as any individual scheduled on the rota, eligible for shifts, or included in workforce compliance tracking during the contract period.

This model aligns pricing directly to workforce scale and avoids penalising organisations for collaborative or shared rota management.

Number of Active Employees	Annual Licence Fee
1 to 50	£195
51 to 200	£185
Over 200	£175

All prices are exclusive of VAT.

Active employee licence includes:

- Shift and rota management
- Workforce availability and capacity planning
- Compliance and credential tracking
- Payroll reporting aligned to worked shifts
- Invoice creation for shared and commissioned services
- Hosting, maintenance and standard support

There is no limit on the number of rota coordinators or managers.

An "*active employee*" is defined as any staff member who:

- Is scheduled on a rota **or**
- Is eligible to be scheduled **or**
- Has compliance or credential tracking enabled

Employees not active for a **continuous 90-day period** can be removed from the active count at no cost.

Integration to PACO Connect or PACO OS

This connection charge enables PACO People to integrate with **PACO Connect & PACO OS appointment books**, ensuring that workforce availability is automatically published into appointment capacity.

One off Connection fee of £5,000

Billing

Invoices are issued upon order confirmation or renewal with payment terms of 14 days.

Type of Invoice	Terms
Deployment Cost	50% Paid in advance of activity 50% Paid upon completion
Licence Costs	Invoiced annually in advance . Renewal invoices are automatically issued 1 month prior to renewal date.
Connection Charge	Paid in advance of the Software licence commencing
Messaging Costs	NFC 8 Gateway: No charge, requires authorisation and provisioning by ICB's for 3rd party access. ICB's responsible for all costs and charges of messaging routed through NFC 8 gateway. NON NFC 8 Gateway: Invoiced 5 days after month end with payment term of 14 days after invoice
Video Consultations	Invoiced 5 days after month end with payment term of 14 days after invoice issue