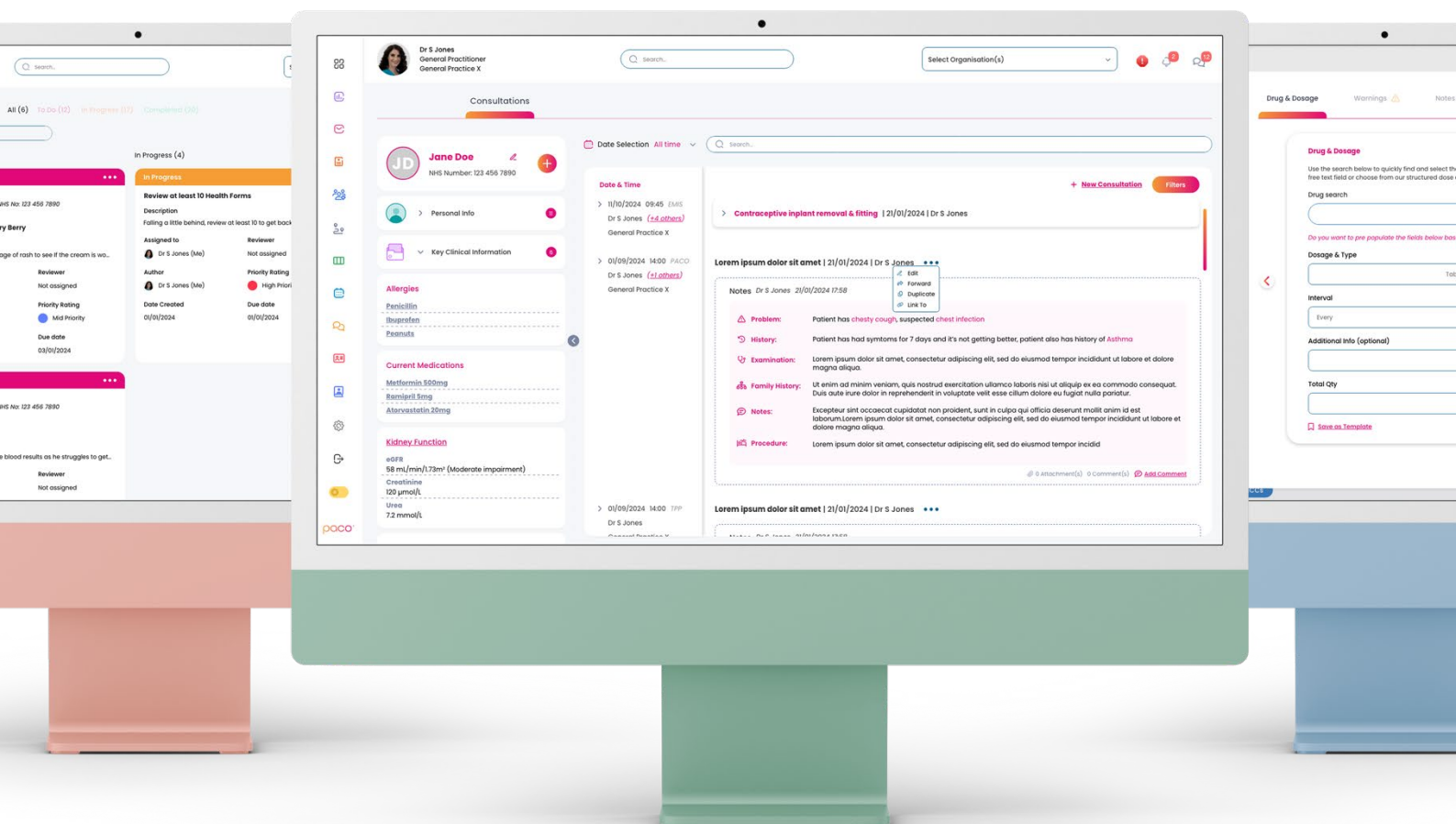


Blinx PACO OS – Service Definition

PACO – GCloud 15



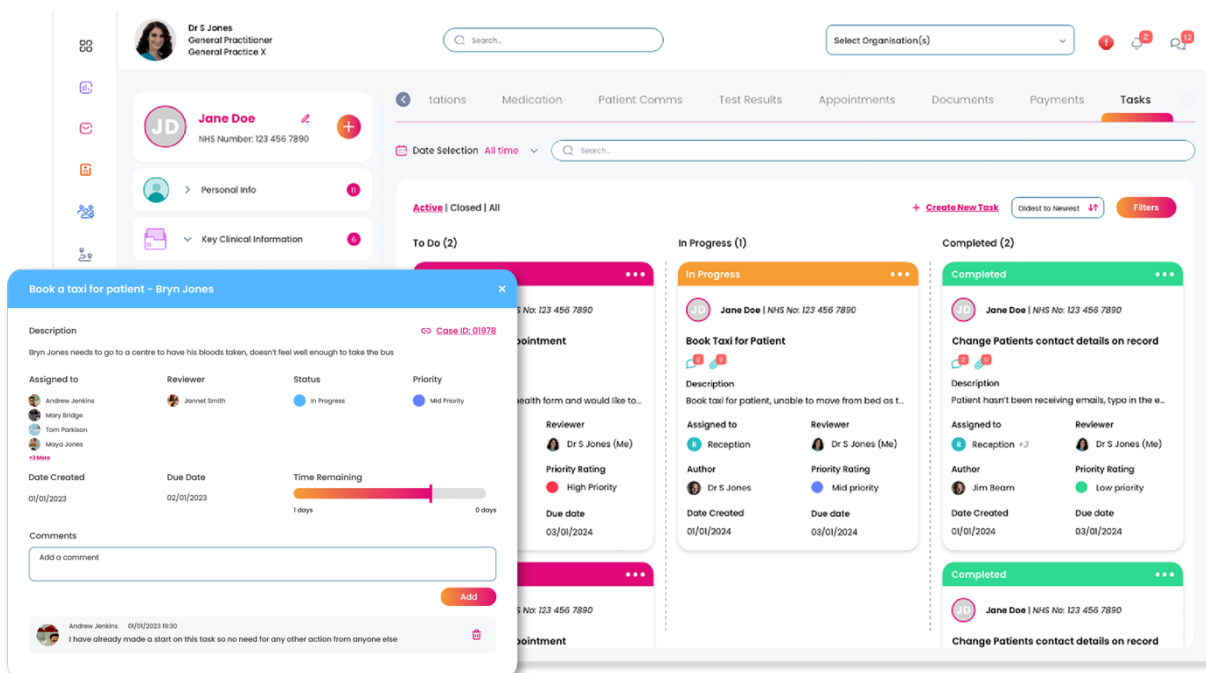
Contents

About us.....	3
PACO OS EPR	4
Structured Contribution Model and consultation view	5
Multi-Organisation Contributions to the Health Record.....	7
Prescribing Module	8
Workboards and Caseload management.....	8
Benefits for Neighbourhood and Multidisciplinary Teams.....	9
PACO OS Additional services.....	11
PACO Assist.....	11
PACO Talk.....	13
PACO People	14
Security and data protection.....	15
Onboarding Support.....	17
Offboarding Support.....	17
Service Constraints.....	17
Service Levels.....	18
After Sales Support	18
Technical Requirements.....	18
Outage and Maintenance Management.....	18
Hosting Options and Locations.....	19

About us

Blinx Healthcare is a UK-based health technology provider specialising in **PCN, neighbourhood and community service delivery**. Our PACO platform is designed to help systems operate shared services across GP practices, community providers, VCSE partners and out-of-hours services without dependency on a single clinical system supplier.

PACO has been co-designed with clinicians, PCN leaders and operational managers to address the realities of neighbourhood working: fragmented systems, workforce mobility, access pressure and the need for safe shared records. The platform integrates with existing NHS systems, enabling incremental adoption without disruptive system replacement.



PACO OS EPR

PACO OS is a Platform as a Service (PaaS) providing a single, unified electronic patient record that can aggregate data from any EPR, EHR or other health system willing and able to connect.

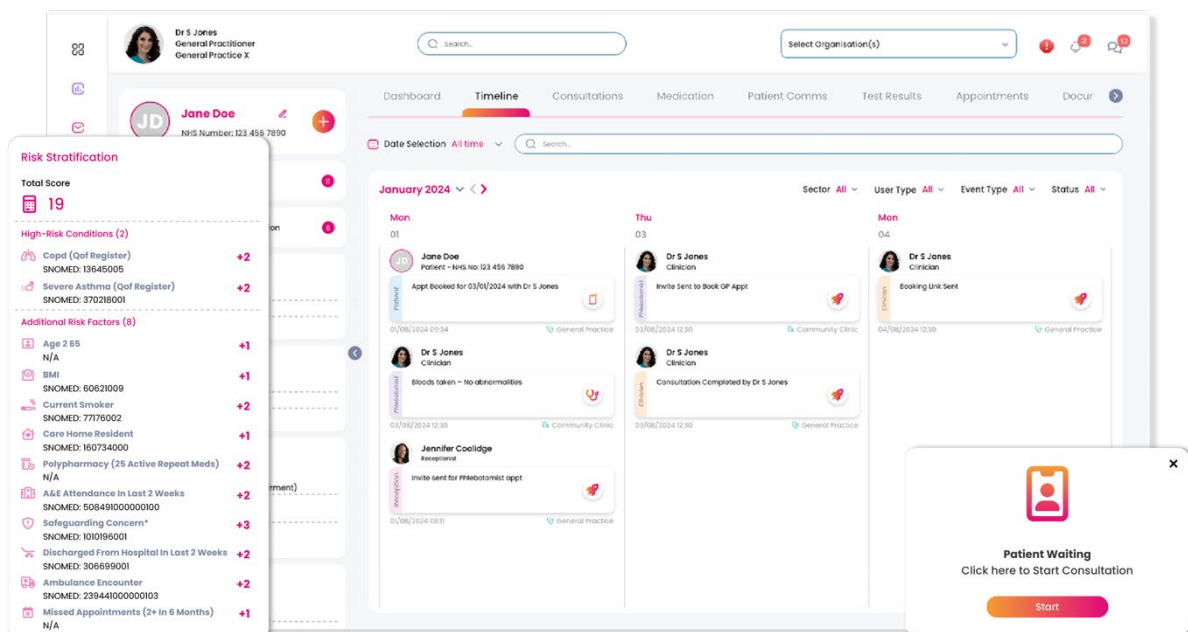
Fundamentally unique, PACO OS is built on the **OMOP Common Data Model**, extending interoperability to effectively infinite scale across diverse data sources.

PACO OS is not a passive shared care record; it is a point-of-care transactional care delivery system that supports real-time documentation, prescribing, tasking, communications and workflow execution, with the data platform inherently baked in.

It incorporates all core capabilities of traditional EPRs and EHRs within a modern, scalable architecture designed for future at-scale, integrated and networked healthcare delivery.

It enables multidisciplinary teams to deliver joined-up care across settings using shared records, coordinated workboards, safe prescribing, embedded analytics and auditable communications.

All data is securely hosted within UK-based cloud infrastructure and aligned to NHS Digital and ISO 27001 standards.

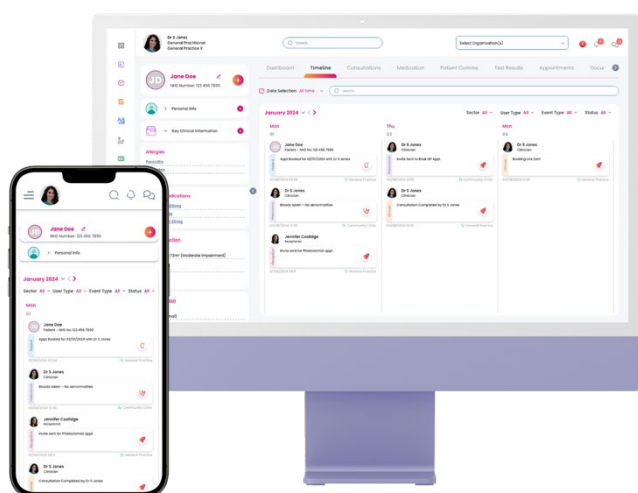


Structured Contribution Model and consultation view

PACO OS provides a **structured, role-based consultation environment** designed specifically for multidisciplinary and multi-organisation working.

The tabbed consultation model separates information into clear, task-oriented views, allowing clinicians, care coordinators and community teams to quickly orient themselves, act safely and avoid duplication, while maintaining a single longitudinal patient record.

This approach reduces cognitive load and supports safe working for staff operating across multiple settings.



Consultation Views (Tabbed Dashboards)

Dashboard

A consolidated dashboard presenting key health information at a glance, including active conditions, medications, risks, alerts and recent activity.

This enables clinicians and neighbourhood teams to rapidly understand patient context before taking action.

Timeline

A chronological view of all patient activity and contributions across organisations, including consultations, communications, results, appointments and tasks.

Each entry is clearly attributed to the contributing organisation and user, supporting continuity and auditability.

Coding

A structured coding view aligned to SNOMED CT, organised into:

- Conditions
- Observations
- Measurements
- Investigations
- Registers
- Risk stratification

This supports high-quality structured data capture while reducing duplication and coding omissions.

Consultations

A complete view of historical consultations and clinical notes across all contributing organisations, alongside templates for new consultations.

This enables consistent documentation and safer handover between services.

Medications

A dedicated medications view showing current and historical prescriptions, medication changes and relevant context.

This supports safer prescribing and medication review across neighbourhood teams.

Patient Communications

A unified view of all patient communications, including invitations, messages and engagement status.

This allows teams to see whether patients have received, opened or responded to communications, reducing unnecessary follow-up.

Test Results

A consolidated view of investigation results, supporting timely review, action and follow-up.

Results are linked to the relevant consultation and contributor, improving traceability.

Appointments

A full view of past and upcoming appointments across organisations, including cross-organisation and neighbourhood sessions.

This supports better coordination and reduces duplication.

Documents

A central repository for clinical and administrative documents, linked to consultations, tasks and communications where relevant.

This ensures information is easy to find and appropriately governed.

Payments

A view of relevant payment and transactional information where enabled, supporting commissioned services, private activity or cross-organisation arrangements.

Tasks

A task management view showing actions arising from consultations, tests or communications.

Tasks can be assigned across individuals and teams, supporting clear ownership and proactive follow-up.

Multi-Organisation Contributions to the Health Record

PACO OS is designed to support **safe, governed multi-organisation contributions** to a single longitudinal health record, enabling true neighbourhood and multidisciplinary working.

Authorised users from GP practices, community services, out-of-hours providers and commissioned neighbourhood services can contribute directly to the patient record, with all activity clearly attributed, audited and role-governed. This removes the need for manual record transfer, duplication or delayed updates, improving continuity and clinical safety.

Key capabilities include:

- Contributions written directly to the patient's home record
- Clear attribution by organisation, role and user
- Full audit trail of all entries and updates
- Role-based permissions controlling who can view, add or amend information

This approach ensures information follows the patient across neighbourhood services while maintaining accountability and governance.

Prescribing Module

PACO OS supports governed prescribing workflows aligned to multidisciplinary and neighbourhood working models.

Capabilities include:

- Integrated prescribing within PACO OS workflows
- Clinical safety and governance controls
- Full auditability of prescribing activity
- Support for future electronic prescribing integration

This enables safe prescribing beyond traditional GP boundaries while maintaining accountability.

Workboards and Caseload management

PACO OS includes configurable workboards and caseload management tools to support proactive care delivery.

Features include:

- Shared task lists across teams and organisations
- Caseload visibility for MDTs and neighbourhood teams
- Prioritisation and status tracking
- Support for long-term conditions, frailty and complex care

This reduces reactive workload and supports planned, preventative care models ensuring that Workboards act as the operational backbone of neighbourhood delivery.

Analytics

Embedded analytics within PACO OS provide insight at **patient, service and population level**.

Analytics support:

- Operational oversight of neighbourhood services
- Caseload and pathway performance
- Capacity, demand and utilisation analysis
- Outcomes and population health insight

Reporting is available through standard dashboards and PACO Analytics Report Packs removing the reliance on manual data collation and spreadsheets.

Communications Hub

PACO OS includes the PACO Communications Hub, enabling **consistent, auditable communications** across all organisations using the platform.

Capabilities include:

- Patient messaging (SMS, email, digital)
- Internal team communications
- Cross-organisation messaging
- Full audit trails for all communications

This ensures continuity and reduces duplication across services.

Additional Core Capabilities of PACO OS EPR

PACO OS includes **all modules and features of PACO GP and PACO Connect**, including but not limited to:

- Digital Front Door and structured access
- Communications Hub
- Health Forms and structured data capture
- Web Chat and Video consultations
- Care Navigation
- Practice, PCN and cross-organisation analytics
- Cross-organisation appointment books
- Cross-organisation consultations
- At-scale communications and patient self-booking

These capabilities are delivered through a single platform and governed consistently across organisations.

Benefits for Neighbourhood and Multidisciplinary Teams

The structured consultation model enables neighbourhood teams to:

- Rapidly orient themselves using the Summary and Timeline views
- Safely build on prior activity without duplication
- Maintain clear separation of clinical, administrative and coordination tasks
- Improve handover between GP, community and OOH services
- Support proactive, team-based care at scale

By separating views while maintaining a single source of truth, PACO OS enables **joined-up neighbourhood care without cognitive overload**.

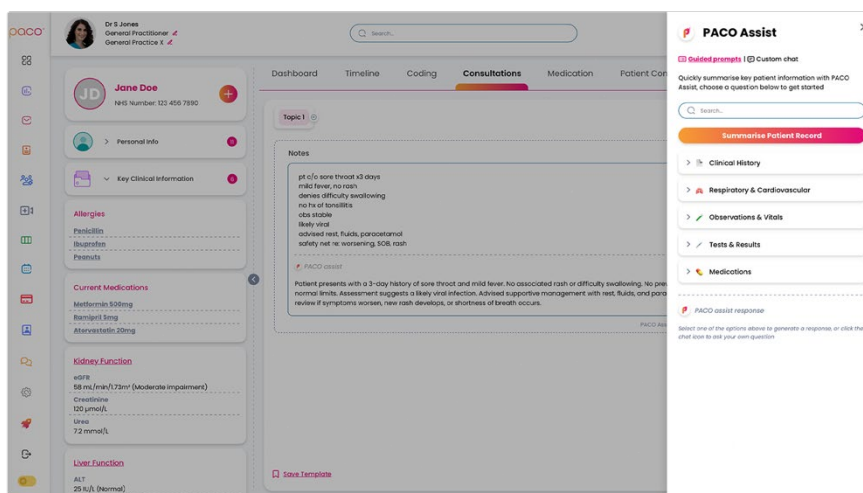
Key Features (PACO OS)

- Unified neighbourhood Electronic Patient Record
- Includes all PACO GP and PACO Connect functionality
- Role-based patient dashboards
- Shared workboards and caseload management
- Governed prescribing workflows
- Embedded analytics and reporting
- Cross-organisation communications and appointments
- Designed for community, neighbourhood and OOH delivery

PACO OS Additional services

PACO Assist

PACO Assist is an optional AI-enabled service layer that enhances PACO OS by reducing administrative burden and supporting clinical effectiveness. PACO Assist is designed and deployed in line with NHS clinical safety, governance and information assurance requirements.



Patient Summaries

PACO Assist generates **concise, structured summaries** from the patient record, enabling clinicians to rapidly understand key history, risks and recent activity.

Benefits include:

- Reduced preparation time
- Improved safety in time-pressured environments
- Consistent summarisation across teams

Patient Summary Chat

Patient Summary Chat enables authorised users to **ask natural-language questions** of the patient record.

The Assistant returns structured, context-aware summaries to support:

- Clinical decision-making
- Handover and continuity
- OOH and sessional working

Communication Optimisation

PACO Assist supports optimisation of patient communications by:

- Improving clarity and readability
- Tailoring messages to patient cohorts
- Increasing response rates
- Reducing follow-up workload

This enhances patient engagement while reducing administrative effort.

Long-Term Condition (LTC) Assistant

The LTC Assistant supports structured reviews and pathways for long-term conditions.

Capabilities include:

- Review prompts and pathway guidance
- Consistent data capture
- Support for proactive management and recalls

This improves consistency and outcomes while saving clinician time.

PACO Talk

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.

Core Capabilities

- **Two-Way Clinical Note Taking**
Supports structured documentation during or after consultations.
- **Coding Suggestions**
Provides SNOMED-aligned coding prompts to improve structured data capture.
- **Integration to Health Record**
Writes directly back to the PACO OS patient record under governed permissions.
- **Document Creation**
Automatically generates clinical letters and documents linked to the consultation.

Benefits for clinicians

- Reduces time spent on documentation across GP, community and OOH settings
- Improves consistency of records across multiple organisations
- Supports safe handover by ensuring consultation outputs are complete and timely
- Enables clinicians to focus on patient care rather than administration

PACO People

PACO People is a workforce management and rostering service designed for primary care, neighbourhood and out-of-hours delivery models. PACO People integrates directly with the PACO Connect appointment book to align workforce availability with service demand.

Key integration points include:

- Shifts and sessions published directly into PACO Connect appointment books
- Real-time visibility of available clinicians across organisations
- Automatic alignment of appointments to appropriately skilled staff
- Support for cross-organisation and neighbourhood-wide service rotas

This ensures appointments are created, published and filled based on real workforce capacity.

Core Capabilities

Shift and Rota Management

Create and manage rotas across organisations and services.

Staff Onboarding

Streamlined onboarding workflows for new and temporary staff.

Staff Compliance

Centralised tracking of credentials, training and compliance status.

Payroll Reporting

Accurate reporting aligned to worked shifts and sessions.

Invoice Creation

Supports cross-organisation charging for shared and commissioned services.

Benefits for Neighbourhood

- Improves utilisation of available workforce
- Reduces reliance on manual coordination and spreadsheets
- Enables flexible, session-based working models
- Supports safe scaling of neighbourhood and extended access services

Combined Value with PACO OS

When used together, **PACO OS EPR, PACO Scribe and BLINX Rota** provide a joined-up operating model where:

- Workforce availability drives appointment capacity
- Appointments trigger structured consultations
- Consultations automatically generate documentation and tasks
- Outputs are written back to a shared, auditable patient record

This integrated approach enables neighbourhood teams to operate as a **single coordinated system**, improving efficiency, safety and continuity of care.

Security and data protection

We prioritise the security, integrity, and availability of user data through robust backup, restore, and disaster recovery measures. Regular backups are conducted with multiple redundant copies stored in diverse UK locations to mitigate data loss risks. With data retention and restore procedures agreed with the IMI supplying systems we comply with the NHS Standards.

We are ISO27001 certified and are DTAC certified with a focus on security of our customers data which is fundamental to our core business, and we have continuous monitoring in place on all our services that is conducting continuous scans of our systems, networks, and applications to identify potential vulnerabilities and security weaknesses.

We have fully documented and monitored Business Continuity plans and processes that meet the NHS Standards and are reviewed every 6 months across the organisation.

Access to Data (Upon Exit)

Users retain ownership and control of their data throughout their engagement with the platform. Upon exiting the platform, users can request access to their data for export or deletion in accordance with data protection regulations, privacy policies, and contractual agreements. Data export tools, data retention policies, and data deletion procedures are provided to facilitate the secure transfer, management, and disposition of user data in compliance with legal and regulatory requirements

Security

We employ a comprehensive set of security measures, protocols, and controls to protect user data, safeguard platform integrity, and mitigate cybersecurity risks and threats. These include but are not limited to:

Encryption

Data transmission and storage are encrypted using industry-standard encryption algorithms (e.g., AES-256) and secure communication protocols (e.g., HTTPS/TLS) to prevent unauthorized access, interception, and tampering.

Access Controls

Role-based access controls (RBAC), multi-factor authentication (MFA), and user authentication and authorization mechanisms are implemented to restrict access to sensitive data, platform features, and administrative functions based on user roles, permissions, and credentials.

Monitoring and Logging

Real-time monitoring, logging, and auditing of user activities, system events, and security incidents are performed to detect, alert, and respond to anomalous behavior, unauthorized access attempts, and suspicious activities in a timely manner.

Vulnerability Management

Regular vulnerability assessments, penetration testing, and security audits are conducted to identify, prioritize, and remediate security vulnerabilities, weaknesses, and exposures across the platform infrastructure, applications, and third-party integrations.

Incident Response

Incident response plans, procedures, and protocols are established and maintained to facilitate the timely detection, containment, investigation, and resolution of security incidents, breaches, and data breaches. Our incident response team is trained, equipped, and empowered to respond effectively to security events and coordinate with internal and external stakeholders, regulatory authorities, and law enforcement agencies as needed.

Compliance and Certification

We adhere to industry-specific compliance standards, regulatory requirements, and best practices to ensure the confidentiality, integrity, and availability of user data, protect user privacy rights, and maintain trust and confidence in our platform and services.

Overall, our security is designed to provide a layered defence approach, comprehensive threat prevention, detection, and response capabilities, and continuous security monitoring, assessment, and improvement to safeguard user data, protect platform assets, and uphold the highest standards of security, compliance, and trustworthiness.

Onboarding Support

Our platform offers comprehensive onboarding support to guide users through the setup process, familiarise them with platform features and functionalities, and maximise user engagement and adoption. This includes personalised face to face training sessions, interactive tutorials, user documentation, and ongoing assistance from our dedicated support team. Below are other onboarding services that can be accessed through the onboarding with new customers

- Custom implementation and service deployment
- Online training and structured business change programme
- Named Account Manager and on-going support through dedicated support management.
- Regular “drop-in” webinar sessions and bespoke clinical and administrative tasks that are focused on PACO features and functions
- Operational support 8am to 7pm Monday - Friday
- Helpdesk available via live chat, telephone and email 8am-8pm, Monday-Sunday (*including Bank Holidays*)
- Out-of hours support for all critical issues identified as Priority 1 incidents
- Customer portal hosting a library of resources, training videos, on-demand webinars, user guides, marketing collateral etc available 24/7

Offboarding Support

Offboarding support services facilitate smooth transitions for departing users, providing data export tools, migration assistance, and knowledge transfer resources to ensure minimal disruption and data continuity.

Service Constraints

Scheduled maintenance windows are coordinated during off-peak hours to minimise user impact, with advance notice provided for planned activities. Customization options are available within predefined parameters to maintain system integrity, security, and compliance with regulatory requirements. Our platform adheres to industry-standard security protocols and best practices to safeguard user data and protect against unauthorised access, breaches, and cyber threats.

Service Levels

Our platform is engineered for optimal performance, reliability, and availability, with guaranteed uptime exceeding 99.9% per our Service Level Agreement (SLA).

Standard support hours are available, with extended support options for critical issues, emergencies, and escalations.

Performance metrics are regularly monitored, tracked, and reported to ensure adherence to SLA commitments and continuous improvement of service quality and user satisfaction.

After Sales Support

Dedicated support is available to address user inquiries, resolve technical issues, and provide guidance on platform usage, configuration, and optimisation. Our support team offers proactive assistance, troubleshooting expertise, and personalised recommendations to enhance user experience, maximise platform value, and drive positive outcomes for individuals and organizations leveraging our services.

Technical Requirements

Users require access to compatible devices (e.g., desktops, laptops, tablets, smartphones) with internet connectivity to access the platform and utilize its features and functionalities. Specific technical requirements may vary based on the services utilized, including operating system compatibility, browser compatibility, and internet connection speed and reliability.

Outage and Maintenance Management

Outages and maintenance activities are communicated to users through email notifications, in-platform alerts, and status updates on our website to keep users informed, manage expectations, and minimize disruption to their workflows and activities. Our service status dashboard provides real-time visibility into platform availability, performance, and maintenance schedules, empowering users to stay informed and plan accordingly.

Hosting Options and Locations

Our platform is hosted on secure, scalable, and resilient infrastructure with redundant data centres located in geographically diverse regions to ensure high availability, fault tolerance, and disaster recovery readiness. Hosting options may include cloud-based hosting solutions, dedicated hosting environments, and hybrid hosting architectures tailored to meet the specific needs, preferences, and regulatory requirements of our users and stakeholders.