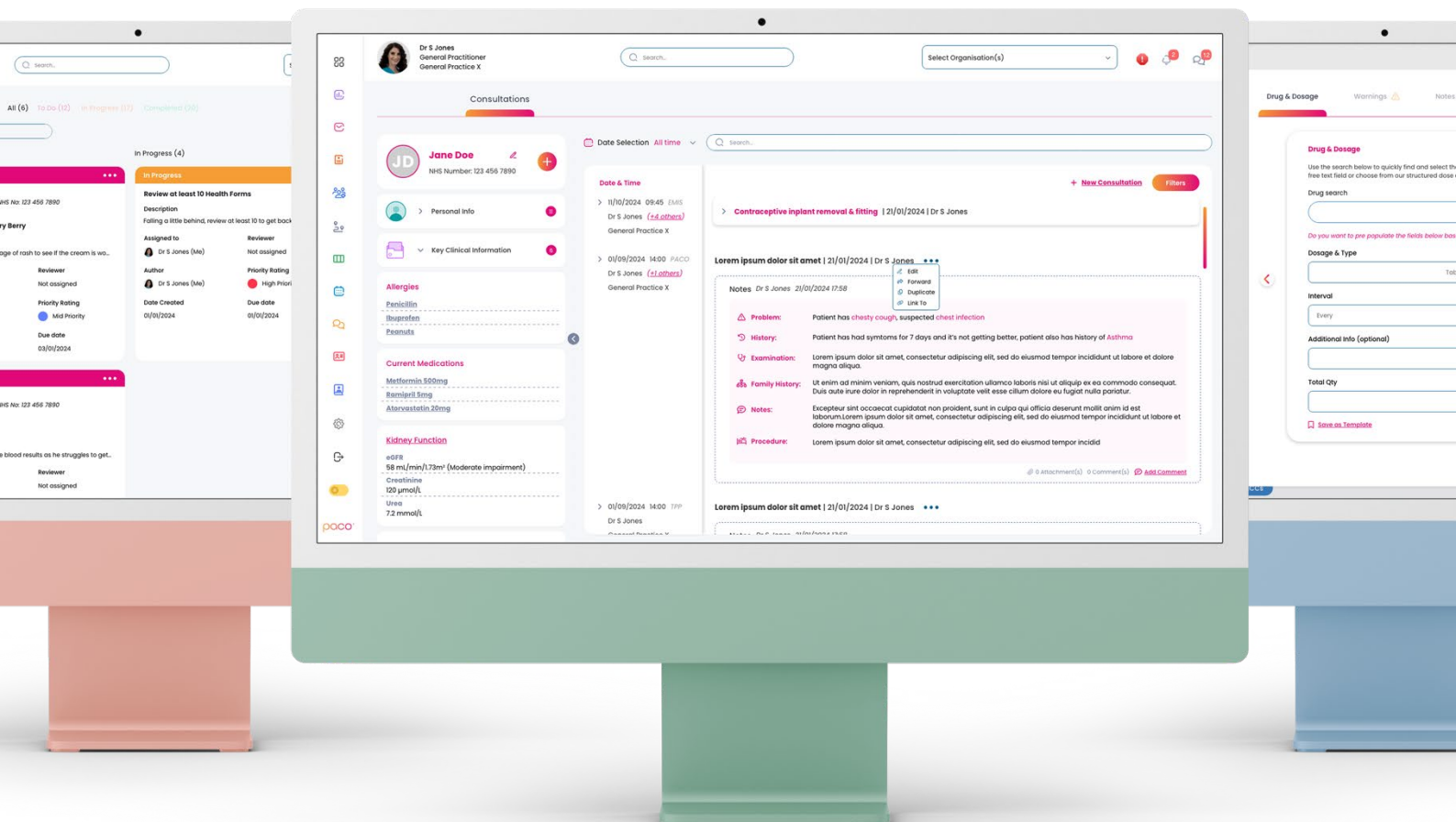


Blinx PACO OS-24

Service Definition

PACO – G-Cloud 15



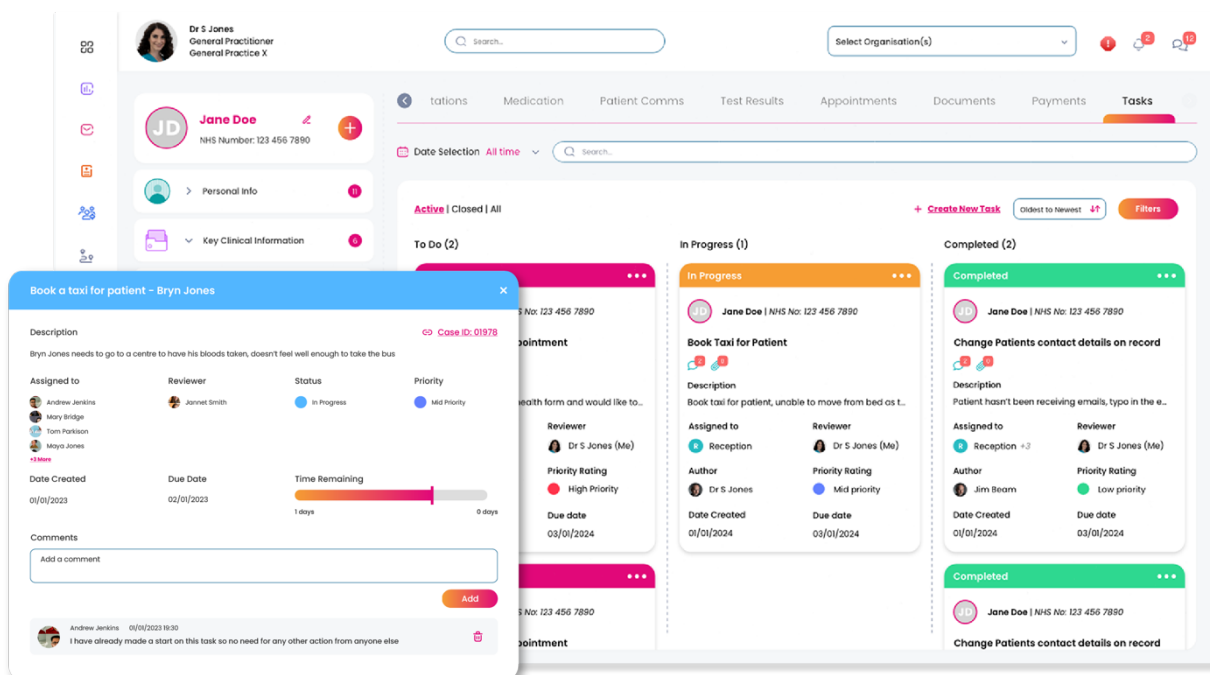
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About us

Blinx Healthcare is a UK-based health technology provider specialising in **out-of-hours, urgent care and neighbourhood service delivery**. The PACO platform is designed to support services operating **24/7 at scale**, across multiple providers, locations and workforce models.

PACO has been co-designed with OOH clinicians, operational leads and commissioners to address the realities of urgent care delivery: high patient throughput, limited prior patient knowledge, sessional workforce models, and the need for safe, immediate access to clinical information. The platform integrates with mandatory NHS services and existing clinical systems, enabling rapid deployment without disrupting in-hours care.



PACO OS-24

PACO OS-24 is a **24/7-ready Electronic Patient Record and care delivery platform** designed for out-of-hours and urgent care services.

It provides a single, unified patient record that aggregates data from connected GP systems, NHS Spine services and other contributing systems, while supporting **real-time, transactional care delivery** during OOH encounters.

Unlike passive shared care records, PACO OS enables clinicians to document, prescribe, communicate, task and complete workflows **during the OOH consultation**, with all activity immediately written back to the shared record to support continuity into in-hours services.

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

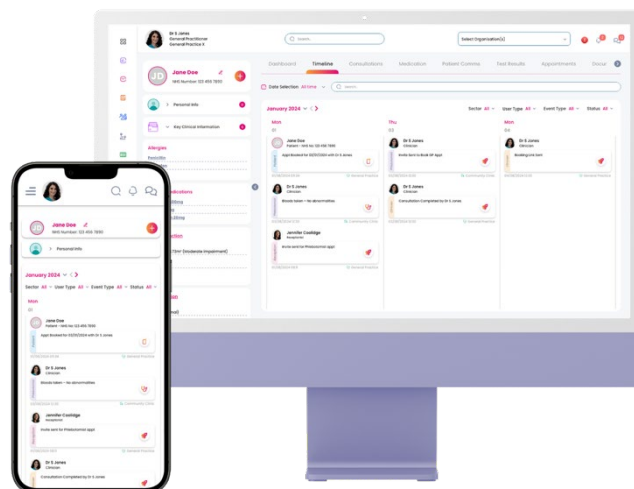
Structured Contribution Model and consultation view

PACO OS-24 provides a structured, role-based consultation environment optimised for **time-pressured, high-volume OOH working**.

The tabbed consultation model enables clinicians unfamiliar with the patient to:

- Rapidly orient themselves using Summary and Timeline views
- Act safely without searching across multiple systems
- Complete consultations efficiently while maintaining auditability

This approach reduces cognitive load during overnight and peak demand periods.



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 enables OOH providers to contribute directly to the shared patient record, ensuring **immediate continuity back to in-hours GP and neighbourhood teams**.

OOH clinicians, call handlers and clinical supervisors can record activity with:

- Clear attribution by provider, clinician and shift
- Full audit trails for commissioner assurance
- Role-based permissions aligned to OOH governance

This removes reliance on delayed discharge summaries or post-event messaging.

Prescribing Module

PACO OS supports governed prescribing workflows aligned to Out of hour settings, aligned to national safety expectations

Capabilities include:

- Prescribing during OOH consultations
- Full auditability and attribution
- Governance controls for sessional clinicians
- Alignment with national electronic prescribing services

This ensures safe, accountable prescribing outside core hours

Workboards and Caseload management

Workboards are configured to support **shift-based and queue-driven OOH workflows**, including:

- Live visibility of waiting cases
- Task ownership across clinicians and shifts
- Clear handover between sessions

This reduces clinical risk at shift boundaries and improves service flow.

Analytics

Embedded analytics provide real-time insight into:

- OOH demand and utilisation
- Appointment throughput and waiting times
- Clinician capacity and shift performance
- Repeat attendances and escalation patterns

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
- Automated appointment confirmations
- Safety-netting messages
- Follow-up communications post-OOH encounter

This reduces inbound calls and improves patient experience during urgent episodes.

Additional Core Capabilities of PACO OS EPR

PACO OS-24 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
- Telephony-integrated workflows
- ITK integration to I11

These capabilities are delivered through a single platform.

Benefits for out of hour providers

1. Faster, Safer Clinical Decision-Making

Immediate access to a unified patient record, summaries and timelines enables clinicians to make informed decisions quickly, even when unfamiliar with the patient.

2. Improved Clinical Safety Across Shifts

Structured consultations, governed prescribing and full audit trails reduce risk during overnight, weekend and bank holiday care.

3. Reduced Risk at Handover

Clear visibility of actions, tasks and outcomes supports safe handover between clinicians, shifts and providers without reliance on informal communication.

4. Support for Sessional and Locum Workforce

Role-based access, rapid orientation views and integrated scribing reduce onboarding time and cognitive load for sessional clinicians.

5. End-to-End Transactional Care Delivery

Clinicians can document, prescribe, communicate and task in real time during the consultation, without post-event reconciliation.

6. Improved Continuity Back to In-Hours Services

OOH activity is written directly into the shared record, ensuring GP and neighbourhood teams have immediate visibility of care delivered.

7. Operational Efficiency at Scale

Workboards, shared appointment books and integrated telephony support high-throughput, queue-based OOH models.

8. Reduced Administrative Overhead

Automation, PACO Assist and PACO Talk (Scribe) significantly reduce documentation and follow-up workload.

9. Commissioner and ICB Assurance

Real-time analytics, auditability and reporting support contract monitoring, performance management and quality assurance.

10. 24/7 Resilience and Readiness

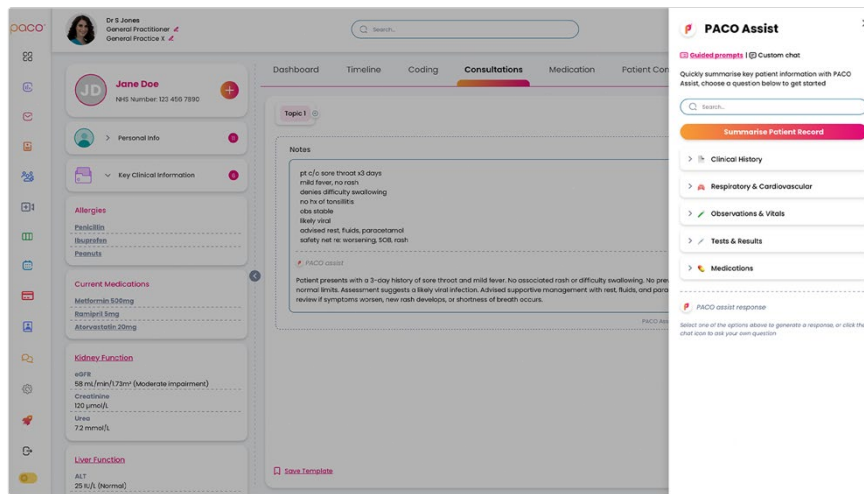
Designed for continuous operation with mandatory NHS integrations (Spine, ITK, telephony) and high-availability architecture.

PACO OS-24 Additional services

PACO Assist

PACO Assist is an optional AI-enabled service layer that enhances PACO OS-24 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.

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.

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

BLINX Rota

BLINX Rota is a workforce management and rostering service designed for primary care, neighbourhood and out-of-hours delivery models.

BLINX Rota 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 Out of Hours organisations

- Improves utilisation of available workforce
- Reduces reliance on manual coordination and spreadsheets
- Enables flexible, session-based working models
- Supports safe scaling of out of hours working
- Ensures full visibility of all staff working patterns

Combined Value with PACO OS-24

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.