

EYEV: Clinical Document Send

Service definition document (G-Cloud 15)

Version: 1.1

Date: 2026-01-30

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About this document

This service definition describes the EYEV: Clinical Document Send cloud software service. It explains how the service works, who it is for, key features, service levels, support, onboarding, security and interoperability. Pricing is provided in a separate pricing document.

1. Service overview

EYEV: Clinical Document Send is a secure, web-based service that enables clinical services to send electronic clinical correspondence to a patient's registered GP practice in England, delivering directly into supported GP clinical systems using NHS-approved delivery routes. The service helps providers reduce printing and postal workflows, improve timeliness of clinical communication, and maintain a clear audit trail of documents sent.

Typical users

- NHS trusts and provider organisations producing clinical correspondence (for example outpatient letters, discharge summaries, diagnostics reports)
- Community and specialist services sending documents to GP practices
- Administrative and clinical teams responsible for correspondence and records
- IT and digital teams integrating line-of-business systems using APIs (optional)

Outcomes supported

- Faster delivery of clinical correspondence to GP practices
- Reduced reliance on printing, scanning and postal workflows
- Improved information governance through secure transmission and audit trails
- Operational visibility of sending status and exceptions

How the service is used

Users can submit correspondence in three ways, depending on local workflow and integration requirements:

- Virtual print driver: users “print” correspondence from existing systems to a virtual printer, which captures the document for secure electronic delivery.
- Web portal: users upload or compose correspondence through a secure browser-based portal.
- API integration: systems can submit documents programmatically using a secure REST API (subject to onboarding and integration scope).

2. What the service does

Clinical Document Send provides a controlled workflow for packaging, routing and delivering clinical correspondence to the correct GP practice and into the patient record within the GP clinical system where supported.

Core capabilities

- Securely accept documents submitted via virtual print driver, web portal or API.
- Support common document formats (for example PDF) and associated metadata needed for routing.
- Validate patient and destination details (for example NHS number and registered GP practice) where permitted.
- Route correspondence for delivery to the patient's registered GP practice in England via configured NHS delivery mechanisms.
- Provide delivery status updates and exception handling (for example where routing details are incomplete or delivery fails).

- Maintain an auditable history of submissions, delivery attempts and outcomes.
- Role-based access control and configurable user permissions.

Optional capabilities

- Patient communications: notify patients (where appropriate) via email, SMS and/or NHS App capabilities (subject to configuration, approvals and the buyer's chosen operating model). Usage charges are set out in the pricing document.
- Bulk submission and automated workflows via API integration.
- Custom routing rules and templates to align with local correspondence standards.
- Reporting exports for operational oversight and governance.

3. Features

3.1 Sender features

- Submit correspondence from existing desktop workflows using a virtual print driver.
- Secure web portal for uploading documents and managing submissions.
- Search and filter sent items by patient, date range, sender, status and destination.
- Clear delivery status and exception reasons to support operational follow-up.
- Audit trail for governance, investigations and reporting.

3.2 Integration features (optional)

- REST API to submit documents and retrieve status updates.
- Configurable authentication options (for example API keys and/or OAuth-style flows, subject to implementation).
- Webhook or polling patterns for downstream systems to track delivery outcomes (where configured).
- Support for structured metadata to reduce manual keying.

3.3 Patient communication features (optional)

- Send patient notifications by SMS and email (where enabled) with configurable templates.
- Option to surface relevant communications through NHS App capabilities where available and approved.
- Audit trail of outbound communications.
- Configurable contact preferences and suppression rules aligned to local policy.

4. Integration and interoperability

The service is designed to integrate with NHS digital environments and supports interoperability across provider and primary care systems. Integration approaches are agreed during onboarding with local digital and information governance teams.

NHS and national services

- Personal Demographics Service (PDS) lookups where permitted, to support validation of patient demographics and registered practice details.

- NHS-approved document delivery mechanisms to supported GP clinical systems in England (subject to endpoint configuration and national service availability).
- Message Exchange for Social Care and Health (MESH) for secure message transport where applicable.
- HSCN connectivity for organisations that require it for specific integration patterns.

Integration methods

Integration type	Standards / methods	Typical use
Web portal	Browser-based UI (HTTPS)	Manual submission and operational management
Virtual print driver	Desktop print capture to secure upload	“Print to send” from existing clinical/admin systems
APIs (optional)	REST/JSON; FHIR-aligned patterns where appropriate	Automated submission from local systems and status retrieval
Secure transport	NHS-approved transport mechanisms (for example MESH where applicable)	Secure delivery to NHS endpoints

5. Security, data protection and compliance

EYEV: Clinical Document Send is designed for use with sensitive health information and includes security controls for confidentiality, integrity and availability.

- Data hosted in the UK.
- Encryption in transit (TLS) and encryption at rest for stored data.
- Role-based access control with least-privilege permissions.
- Audit logging of key actions (submission, access, delivery status changes and communications).
- Segregated environments for production and testing/training where required.
- Support for multi-factor authentication via customer identity providers where configured.
- Information governance alignment with UK GDPR and Data Protection Act 2018, and NHS Data Security and Protection Toolkit (DSPT) expectations.
- Clinical safety management processes aligned to relevant NHS clinical safety standards where applicable.

Data protection

The service processes personal data and special category data (health) to deliver correspondence to GP clinical systems. The buyer and supplier agree data protection roles (controller/processor) and responsibilities in line with the call-off contract. The service supports data subject rights, retention policies, and secure deletion.

Logging and audit

The service maintains an audit trail of key actions, including who submitted a document, when it was submitted, where it was routed, delivery outcomes and any exceptions. Audit information can be used to support clinical governance, investigations and operational reporting.

6. Service levels, availability and resilience

The service is designed for reliable day-to-day operation within NHS environments. Availability targets and support arrangements are confirmed in the call-off contract.

Service level	Target
Platform availability	99.9% per calendar month (excluding planned maintenance)
Support hours	Mon-Fri 09:00-17:00 UK time (excluding UK bank holidays)
Support channels	Support portal and email; telephone where agreed

Backup and disaster recovery

The platform is hosted in resilient cloud infrastructure with monitoring and alerting. Backups are taken regularly with secure retention. Disaster recovery and business continuity arrangements are available on request.

7. Onboarding, training and support

EYEV provides structured onboarding and ongoing support to ensure the service is implemented safely and effectively within local workflows.

Implementation stages (typical)

- Kick-off: confirm scope, stakeholders, governance and success measures.
- Configuration: set up organisations, users, permissions and routing configuration.
- Integration (optional): agree interfaces, authentication, mapping and testing approach.
- Testing: user acceptance testing in a training environment and operational readiness checks.
- Go-live: rollout and hypercare support as agreed.
- Continuous improvement: change control and release management.

Training

We provide virtual onboarding and training for administrative and clinical users and for super-users. Training materials can be provided to support ongoing staff onboarding.

Support

Support requests can be raised via the support portal or email. Incident prioritisation and response targets are agreed in the call-off contract.

8. Technical requirements and service constraints

EYEV: Clinical Document Send is delivered as a cloud software service accessed through modern web browsers. Local server installation is not required.

- Supported browsers: latest versions of Chrome, Edge, Safari and Firefox (and supported mobile equivalents).
- Internet connectivity suitable for secure web applications; HSCN connectivity where required for specific integrations.
- Virtual print driver: installation on supported desktop endpoints as part of onboarding (for example Windows environments).
- API integrations: HTTPS connectivity and agreed authentication mechanism.
- The service is designed for use in England for delivery into GP clinical systems using configured NHS delivery routes.

9. Accessibility

The service is designed to be usable across devices and supports common accessibility features (for example keyboard navigation and screen zoom). Where buyers have specific accessibility requirements, we can agree an assurance and improvement plan during implementation.

10. Exit management and commercial arrangements

Exit and offboarding

On contract end, EYEV supports data export and transition planning. Data can be provided in common formats (for example CSV extracts of transaction logs and document bundles) and/or via agreed interfaces. Secure deletion is performed in line with agreed retention requirements.

Commercial arrangements

This document intentionally excludes pricing information. A separate pricing document is provided as part of the G-Cloud service documents. Terms and conditions are provided separately as part of the call-off contract.

Key contacts

General enquiries and onboarding: hello@eyev.health

Support desk: support@eyev.health