

EYEV: Community EPR

Service definition document (G-Cloud 15)

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Contact: hello@eyev.health

About this document

This service definition describes the EYEV: Community EPR 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: Community EPR is a cloud-based Patient Administration System (PAS) and Electronic Patient Record (EPR) for community services. It supports patient registration and demographics management, referral intake and tracking, booking and scheduling, clinical documentation, and patient communications through digital channels.

The service is web based and can be accessed from modern browsers without local installation. Single sign-on (SSO) is supported to simplify user access and improve security.

Typical users

- Administrative and operational teams (registration, booking, referral management and reporting)
- Clinicians and clinical teams (documentation, clinical forms and correspondence)
- Service managers and contract managers (capacity oversight, contract and exclusion management)
- Patients (optional self-booking and communications)

Outcomes supported

- Improved operational efficiency through structured workflows for registration, referrals and booking
- Better record quality and consistency through configurable clinical forms and templates
- Reduced patient non-attendance through digital communications and self-booking options
- Improved interoperability with NHS systems to reduce re-keying and support safer data flows

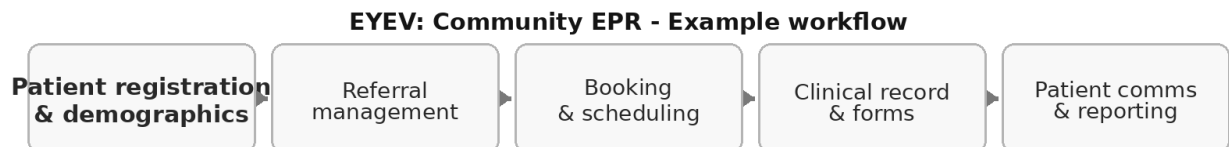


Figure 1: Example end-to-end workflow (illustrative).

2. What the service does

EYEV: Community EPR provides a secure workspace for managing patient administration and clinical records. The service can be configured to local pathways, specialties and operational models.

Core capabilities

- Patient registration and demographics management
- Booking and scheduling for clinics and services
- Referral management and worklists (receive, review, allocate and track)
- Patient self-booking (where enabled) with configurable rules and guardrails
- Clinical documentation with customisable clinical forms and templates
- Built-in clinical forms for ophthalmology and diagnostics (including echocardiogram and ultrasound)
- Patient communications via SMS, email and NHS App capabilities (subject to NHS approvals and available APIs)
- Contract management and exclusion management
- Role-based access control, audit logging and configurable user permissions
- Single sign-on (SSO) options

Optional modules

- NHS App integration: surfacing patient status updates and communications through NHS App capabilities (subject to approvals)
- Write-back integrations: automated updates into PAS/EPR/clinical systems using HL7 v2 and/or FHIR R4
- Advanced reporting and analytics: dashboards and exportable data for demand, activity and performance
- Additional specialty configurations: extension of forms, pathways and rules to other specialties by agreement

3. Features

3.1 Patient administration (PAS)

- Register patients and maintain demographic details
- Support for patient identifiers and duplicate checking (where configured)
- Manage contracts, eligibility rules and exclusions as part of operational workflows
- Worklists for administrative teams with audit trail

3.2 Booking and scheduling

- Clinic and appointment booking workflows (direct booking, partial booking or call-back models where configured)
- Patient self-booking with configurable appointment rules and service constraints
- Waiting list and capacity management tools (where enabled)
- Automated patient notifications and reminders (where enabled)

3.3 Referral management

- Receive and manage referrals, including attachments and supporting documents

- Configurable referral status tracking and operational routing
- Secure communications with referrers and internal teams (where enabled)
- Audit trail for referral actions and updates

3.4 Clinical record and forms

- Customisable clinical forms for structured data capture
- Template management to support local standards and specialist workflows
- Built-in clinical forms for ophthalmology and diagnostics (including echocardiogram and ultrasound)
- Structured and free-text documentation with attachment support

3.5 Patient communications

- Communicate with patients via SMS and email (where configured)
- NHS App communications and status updates (subject to approvals and availability of relevant APIs)
- Configurable message templates and correspondence generation
- Communication audit trail (what was sent, when, and by whom)

3.6 Identity and access

- Web based access through modern browsers
- Role-based access control and least-privilege permissions
- Single sign-on (SSO) options (for example Microsoft Entra ID/Azure AD or Google Workspace; NHSmail via Microsoft identity where enabled)
- Configurable multi-factor authentication through customer identity providers (where enabled)

4. Integration and interoperability

The service is designed to integrate with NHS digital environments and local systems to reduce manual re-keying and support end-to-end pathways. Integration scope and responsibilities are agreed during onboarding with local digital and information governance teams.

NHS and national systems (where locally enabled and permitted)

- NHS Spine services, including Personal Demographics Service (PDS) lookups
- e-Referral Service (e-RS) integrations (where applicable)
- Message Exchange for Social Care and Health (MESH) for secure message transport (where applicable)

Standards and methods (where appropriate)

Integration type	Standards / methods	Typical use
APIs	FHIR R4 (for example Patient, Encounter, Appointment, ServiceRequest, Task, DocumentReference), REST/JSON	Create/update patient records, appointments, referrals, tasks and documents
Messaging	HL7 v2 and secure message transport (for example MESH) where configured	Event notifications, outcomes, documents and operational updates
Identity	SSO integration with customer identity provider	User access management, authentication and auditability

5. Security, data protection and compliance

EYEV: Community EPR is designed for use with sensitive health information and includes security controls for confidentiality, integrity and availability.

- Data hosted in the UK (unless otherwise agreed in the call-off contract)
- Encryption in transit (TLS) and encryption at rest for stored data
- Role-based access control with audit logging
- Segregated environments for production and training/sandbox where required
- Backups and disaster recovery arrangements (details available on request)
- UK GDPR and Data Protection Act 2018 alignment

Clinical safety management activities can be provided aligned to DCB0129 (supplier) and local clinical safety processes, with documentation made available during onboarding where in scope.

6. Service levels, availability and resilience

The service is designed for high availability and operational resilience. Standard availability and support commitments can be tailored by agreement depending on deployment scale and criticality.

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, email and telephone

Planned maintenance windows are communicated in advance where possible. Business continuity and disaster recovery arrangements support service restoration in the event of an incident.

7. Onboarding, training and support

EYEV operates a structured implementation and onboarding process tailored to the customer scope.

Implementation stages (typical)

- Kick-off: confirm scope, stakeholders, governance and success measures
- Configuration: set up forms, roles, booking rules, communications templates and operational workflows
- Integration (optional): agree interfaces, mapping and testing approach
- Testing: user acceptance testing in a training environment; operational readiness checks
- Go-live: phased rollout and hypercare support
- Continuous improvement: change control and release management

Training

We provide onboarding and training for clinical, administrative and super-user roles. Training can be delivered virtually and supplemented with user guides.

Support

Support is provided via the support portal, email and telephone during support hours. Incident prioritisation and response targets are agreed in the call-off contract.

8. Technical requirements and service constraints

- Supported browsers: latest versions of Chrome, Edge, Safari and Firefox (and supported mobile equivalents)
- Internet connectivity suitable for secure web applications
- Customer-provided user list and role mapping for onboarding (or customer identity provider integration for SSO)
- Optional integration connectivity (for example HSCN) where required by specific NHS interfaces

The service is provided as configurable software. Bespoke development can be scoped and quoted separately where required.

9. Accessibility

The service is designed to be usable across devices and supports common accessibility features such as keyboard navigation and screen zoom. Where customers 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, we support data export and transition planning. Data can be provided in common formats (for example CSV extracts 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.

Key contacts

- General enquiries and onboarding: hello@eyev.health
- Support desk: support@eyev.health (or as provided during onboarding)