

MedLink Service Definition Document

(For G-Cloud 15 — Lot 2b: Software as a Service)

1 . Service Overview

MedLink is a secure, cloud-based patient-engagement platform for NHS primary care. It automates clinical reviews, recalls and communications for long-term condition management, improving efficiency and data quality.

MedLink integrates seamlessly with **EMIS Web** and **Vision**, and is also available as a non-integrated deployment for **EMIS PCS**, **TPP SystemOne**, and **Medicus**.

The service releases clinical and administrative capacity, enhances patient access, improves coding accuracy and supports NHS digital-first objectives.

2 . Service Features

- **Automated month-of-birth recall system** for chronic conditions, inviting patients for physical checks such as blood tests, blood-pressure monitoring and medication reviews.
 - **Integrated appointment booking** allows patients to self-book into designated clinics or review slots.
 - Structured digital questionnaires for condition reviews, health checks and recalls.
 - Secure transfer of data back to the practice, with automatic coding to the Electronic Health Record (EHR) for EMIS Web and Vision users.
 - Customisable communication templates supporting **SMS**, **email**, **NHS App messaging**, and **automated voice messages**.
 - Practice dashboard showing recall coverage, completion rates and outstanding actions.
 - Role-based access, full audit trail and secure data management.
 - **All communication costs (SMS, email, NHS App and voice messages) are absorbed by MedLink**—no additional messaging charges to the practice.
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3 . Service Benefits

- Reduces administrative workload through automated recalls and bookings.
 - Improves patient engagement and uptake of health checks.
 - Enhances data quality and clinical coding accuracy.
 - Provides clear visibility of recall performance.
 - Fully compliant with NHS DSPT (Standards Exceeded), UK GDPR and Cyber Essentials Plus.
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4 . Service Options

- **Three-month free trial** available for **EMIS Web, Vision, EMIS PCS, SystmOne** and **Medicus** practices in England.
 - **Welsh EMIS Web** practices may trial the service for three months at **2.75 p per patient + VAT**.
 - EMIS Web and Vision offer full integration; other systems operate as non-integrated deployments during and after the trial.
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5 . Onboarding and Off-boarding Support

- Single-user setup completed within one hour.
 - Step-by-step configuration guide provided.
 - Optional onboarding call for workflow alignment.
 - User documentation, webinars and video tutorials available.
 - On exit, practices may export data in CSV or XLSX format. Data is securely deleted or anonymised within **60 days** under the MedLink Data Retention Policy.
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6 . Service Constraints and Customisation

- Planned maintenance outside working hours (00:00 – 04:00 GMT).
 - Customisable elements include questionnaires (within approved templates), communication templates, appointment-booking rules and recall intervals.
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7 . Service Level and Support

- **Availability:** 99.9 % monthly uptime (excluding planned maintenance).
 - **Support hours:** Mon–Fri 09:00 – 17:00 UK time (excluding public holidays).
 - **Channels:** email / phone / video conference.
 - **Response targets:** standard < 1 working day; urgent < 2 hours.
 - SLA and escalation process available on request.
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8 . Technical Requirements

- No local installation required.
 - Accessible via modern web browsers (Chrome, Edge, Safari, Firefox).
 - Requires stable internet connection and authorised email account.
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9 . Security and Compliance

- Hosted in UK-based, ISO 27001-certified data centres (Google Cloud Platform and AWS).
- TLS 1.2+ encryption in transit / AES-256 encryption at rest.
- Annual penetration testing by CREST-approved provider.
- Certified to Cyber Essentials Plus and DSPT (Standards Exceeded).
- Fully compliant with UK GDPR and NHS Digital security standards.

10 . Access to Data and Back-up

- Patient data is transmitted to the practice immediately after submission.
- Retained securely for **60 days** to permit resend if required.
- Daily encrypted back-ups maintained in separate UK availability zones.

11 . Outage and Maintenance Management

- Planned maintenance notified in advance.
- Emergency updates only when essential for security or performance.
- Continuous monitoring and alerting ensure reliability.

12 . Pricing

- Annual subscription based on practice list size and feature set.
- Transparent annual licence fees; pricing available on request.
- Free trial includes all features and communication costs.

13 . Data Protection and Governance

- NHS organisations act as Data Controllers; MedLink acts as Data Processor.
 - ICO registration no. ZA520573.
 - Governed by MedLink's Data Processing Agreement and DPIA.
 - Data deleted or anonymised within **60 days** after contract termination.
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14 . Accessibility and Standards

- Interfaces meet **WCAG 2.2 AA** standards.
 - Documentation available in PDF/A and ODF formats.
 - Fully compliant with NHS digital accessibility guidelines.
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15 . Company Details

MedLink Solutions Ltd

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