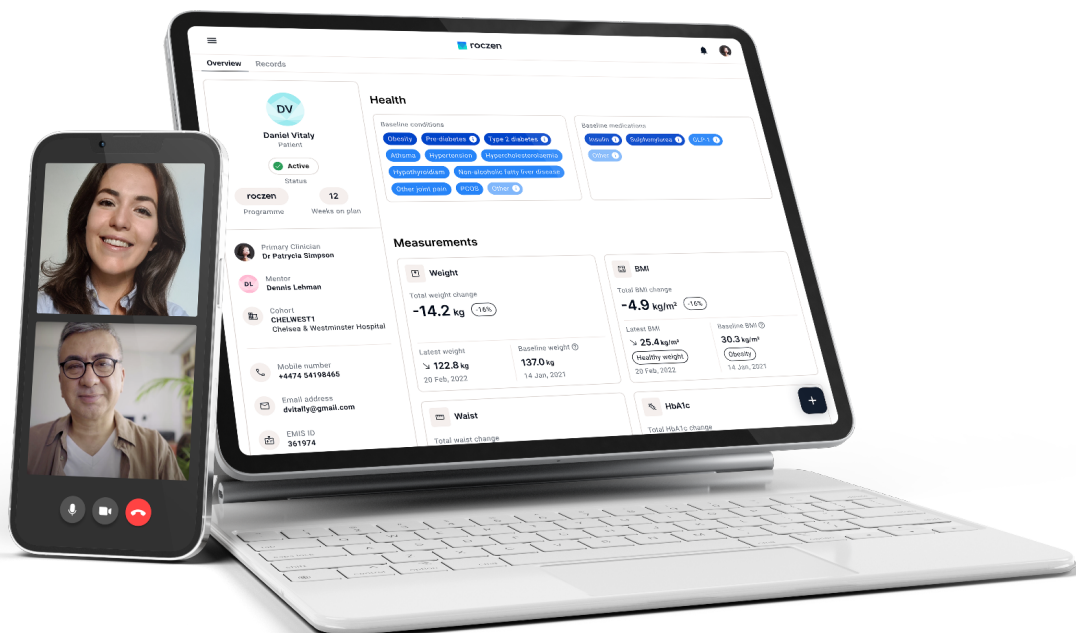




A digital platform delivering
personalised, doctor-led clinical care

G-Cloud 15

Service Definition Document



Service Description

Roczen, part of Reset Health, is a CQC-registered provider of clinically-led digital care. We combine personalised, doctor-led clinical care with technology to improve the health of people living with obesity, obesity-related comorbidities and other chronic conditions.

Roczen offers two pathways designed to support sustainable health outcomes through holistic, patient-centred care:

- **Lifestyle pathway** incorporating dietary, physical activity, psychological and behaviour-change support.
- **Lifestyle plus medication pathway** combining dietary, physical activity, psychological and behaviour-change support with clinically appropriate prescribing and ongoing medication monitoring.

Our support is delivered through a flexible, personalised menu, tailored to individual needs. This menu of support includes:

- Clinical assessments.
- Clinical management plans.
- One-to-one clinician video consultations.
- One-to-one clinician messaging.
- Mental health assessment and support.
- Medication prescribing.
- Educational materials.
- Biometrics and progress tracking.
- Medication reminders and tracking.
- Moderated peer group communities.
- Psychological support.

Our doctor-led weight-management service has been evaluated by NICE (HTE14 / HTG700) for prescribing and monitoring weight-management medicine.

Onboarding

- Each customer is assigned a dedicated Account Manager who works in partnership with the customer team to develop and deliver a tailored launch plan for the roll-out of Roczen.
- A bespoke sign-up journey is agreed during mobilisation. This typically includes a co-branded, white-labelled website for corporate and NHS customers, enabling Roczen to be seamlessly embedded within wider service provision.
- Roczen delivers briefing sessions for customer HR and wellbeing teams, covering programme eligibility, how to discuss metabolic health with colleagues, and routes of access to the service.
- To support engagement and awareness, Roczen provides a range of marketing and communications materials for internal use, including posters, internal messages and short videos.

Offboarding

At the end of any contract, all health data will be retained in line with applicable data-protection legislation and relevant NHS information-governance policies. Patients can continue to access the resources provided as part of the contract, but access to clinical support and peer group features within the mobile app will cease.

Individual patients can also request to extract their data when the contract ends. They can request for a complete export of data they provided and stored on the Roczen platform. This can be provided in a HTML file. Note that this can be extracted at any time, not just after the contract ends. Where appropriate, discharge letters are generated for patients leaving the service for transfer of care back to the patient's GP, with the patient's consent.

Service Desk

Patients can contact our support team via our Roczen website (<https://www.roczen.com/>) or by email (support.uk@roczen.com) should they encounter technical issues whilst using the mobile app.

Our support teams work to a stringent SLA response time target. Support is offered via multiple channels - website live chat, phone, video call, or email, depending on the patient's preference. There is also self-served information in the form of a Help Centre on our website for patients to access. Support is available:

Day	Time	Response Time
Monday – Friday	08:30 – 17:30	2 – 5 hours
Weekends and Bank Holidays	n/a	Out-of-office response stating the query will be answered during weekday working hours

User Support

For individuals: Individuals access the Roczen service via the mobile app, available on Android (version 8 or later) and iOS (version 12 or later). Through the digital platform, patients receive dedicated, clinician-led care to support their metabolic health.

Roczen provides direct technical and non-technical support. All inbound queries are triaged by the Customer Support Team and escalated as appropriate to clinical, technology, commercial or finance teams.

Patients can also access support in the following ways:

- Use the website web chat for non-clinical queries (no health data is shared via web chat).
- Access self-serve articles in the Help Centre for common technical or customer-support questions.
- Receive clear information on expected response times, including when contacting us outside normal opening hours.
- Leave an email address for follow-up by a Support Team member if they need to exit the chat before resolution.

For commissioning and partner organisations, our support includes:

- A dedicated Account Manager providing monthly feedback and performance reporting.
- Regular anonymised reports demonstrating impact and population-level health insights for participating employees or NHS patients.
- A structured implementation and launch plan, including a marketing and communications toolkit to support internal promotion.

Operational and Business Continuity

To ensure operational continuity, Roczen operates a team-based model with an appropriate mix of clinical and non-clinical staff and built-in flexibility for cross-cover. Patients are grouped within a dedicated Roczen Online Clinic, led by a metabolic health doctor and supported by nurses, dietitians, mentors and clinical administrators.

Additionally, the business monitors key performance indicators to ensure patient experience is maintained as demand increases. For example, all inbound patient messages on the platform are assigned to a clinician and responded to on the same working day. To support clinical safety and efficiency, patient dashboards flag individuals who require clinical attention based on health data trends or non-engagement. Capacity is reviewed against forecast at a monthly Demand and Capacity Forecast Meeting, attended by cross-functional teams.

Platform usage is continuously monitored during load testing. Current performance shows approximately 2% CPU utilisation, with similarly low I/O usage.

Roczen maintains a robust Business Continuity Plan setting out staff roles, procedures and minimum service levels to ensure continuity of patient care. For example, if the Roczen platform is unavailable, clinicians can access each patient's full record via a securely stored exported web-page format held in a separate data centre. The Business Continuity Plan is regularly reviewed by the Accountable Director and relevant delivery teams, with processes tested and updated in line with learning and emerging risks.

Service Levels

Roczen is designed for continuous service availability and has consistently achieved historical uptime of at least 99.99%, inclusive of both planned and unplanned downtime. This information is published monthly on our website (<https://www.roczen.com/en-gb/service-status>). The Roczen platform utilises a monitoring service which provides real time alerts in the event an API or service is unavailable.

Penetration Testing

The Roczen platform undergoes annual penetration testing by a CREST-accredited provider. Our most recent test identified no critical or high-severity issues.

Updates and Patching

- All changes are validated in test environments before deployment to production.

- Critical defects can be patched rapidly through isolated updates to affected system components.
- Application servers are updated on a rolling basis to minimise service disruption.
- Planned updates requiring service outages are communicated in advance and completed outside office hours.
- Where a patient app update is recommended or mandatory, this is clearly communicated via in-app messaging.

Technical Requirements

Roczen is CQC-regulated (certificate number CRT1-15762694751) and compliant with the Clinical Risk Management requirements for NHS Digital DCB Standards 0129 and 0160, and Digital Technology Assessment Criteria (DTAC) approval by NHS England.

Other standards and safety measures include:

- ORCHA Baseline Review completed.
- Data Security and Protection (DSP) Toolkit.
- Cyber Essentials Plus certification.
- Payment Card Industry Data Security Standard (PCI DSS) certification (12/2022).
- Quality Management System (including Clinical Safety Case and Hazard Log).

Accessibility

The Roczen platform applies WCAG 2.1 AA standards. Our accessibility statement is published on our website (<https://www.roczen.com/en-gb/accessibility-statement>).

Security

Roczen implements robust controls to protect data security and minimise the risk of data breaches. The platform's primary database is hosted on Amazon Web Services (AWS), which is independently assessed against recognised standards including PCI DSS, ISO 9001, ISO 27001, ISO 27017 and ISO 27018, SOC 1, 2 and 3, and the HITRUST Common Security Framework.

All system access, including read and write activity, is fully audited. Audit logs are stored in an immutable format, accessible only to authorised administrators, and encrypted within AWS S3 before being archived for long-term retention. Any unauthorised or suspicious activity automatically triggers alerts to administrators and is recorded via AWS CloudTrail.

Additional security measures include:

- Data is encrypted in transit, protecting it from interception and tampering.
- Role-Based Access Controls using Virtual Smart Cards and Virtual Private Networks to control access to patients Summary Care Records.
- Automated logout: patients are required to sign into the Roczen platform with their credentials every 60 days from last login.
- Compulsory Multi-Factor Authentication on all systems.

- Workstation security: All employees have standard user accounts and cannot access their workstations as an administrator, preventing inappropriate software installation. All workstations have malware protection that is automatically updated. Further login is required to access any systems that contain patient information. All workstations are checked monthly for updates and installation.
- A live Business Continuity Plan, reviewed regularly.
- Mandatory staff training: all staff are required to attend IG and data security training courses annually. They are trained on incident management policy and mobile home working policy.

All policies are reviewed annually, or with changes to best practice and legislation. We assess our processes against the GDPR and Data Protection Act 2018 principles, including Data Protection Impact Assessments and Privacy by Design and Default, which are fully embedded within our standard business operational procedures.

To ensure ongoing compliance with UK and global regulation changes, we have a dedicated Data Protection Advisory Team that performs annual IG audits across our business processes.