

Service Definition

Attend Anywhere

Number | Commercial in Confidence

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Attend Anywhere Service Definition

1. Service Overview

Attend Anywhere is a secure, cloud-based video consultation platform designed for healthcare providers, enabling patients to attend appointments remotely using a device of their choice. The platform supports hospital-branded virtual waiting areas to deliver a safe, private and reassuring digital care experience. Attend Anywhere is widely deployed across NHS organisations and is proven at scale, supporting remote consultations across a range of clinical services.

2. Core Features & Functionality

Video Consultations

- High-quality, browser-based video consultations with no app download required.
- Branded virtual waiting areas to support patient confidence and reduce anxiety.
- Patient check-in and clinician notification workflow.

Appointment Management

- Integration with existing Trust scheduling workflows.
- Simple patient access using secure, time-specific links.

Messaging & Notifications

- Automated appointment reminders and clinician-ready notifications.
- Optional SMS and email communications.

Digital Documents

- Ability to provide pre-appointment instructions, clinic information, and guidance digitally.

Questionnaires (Optional)

- Ability to collect pre-consultation information via online forms.

Analytics & Reporting

- Usage dashboards including volumes, attendance, wait times and consultation durations.
- Supports Trusts in monitoring virtual care adoption.

3. Technical Overview (High-Level)

- Browser-based platform compatible with modern iOS, Android, Windows and macOS devices.
- Hosted in secure, UK-based cloud environments.
- Encryption of data in transit and at rest.
- Designed with privacy-by-default principles.
- No installation or downloads required for patients.

4. Onboarding & Implementation Approach

Discovery

- Confirmation of clinical pathways, scheduling processes, and virtual care service goals.

Configuration

- Setup of branded waiting areas.
- User account creation and access configuration.

- Optional integration setup.

Training

- Comprehensive onboarding programme supporting clinicians and administrative teams.
- Training resources include live sessions, guides, videos and best practice materials.

Go-Live Support

- Dedicated onboarding support during early adoption.
- Monitoring of consultation volumes and operational performance.

Customer Responsibilities

- Providing required user access information.
- Ensuring patient contact details and workflows are up to date.

5. Service Support & SLAs

- Standard support hours: Monday–Friday, 09:00–17:00 UK time.
- Alternative support hours can be agreed during onboarding.
- Support channels include email, telephone and support portal.
- Availability target: 99.9% uptime (excluding planned maintenance).
- Incident response aligned with severity levels.

6. Service Levels & Dependencies

Service Levels

- Continuous monitoring of system performance and availability.

Customer Dependencies

- Stable internet connectivity for clinicians and patients.
- Modern browser and device compatibility.
- Trust-side participation in onboarding and training.

7. Accessibility & Compliance

Designed to meet WCAG 2.1 AA standards.

- Fully compatible with screen readers, magnifiers, keyboard navigation and language translation tools.
- Aligns with UK GDPR and NHS DSP Toolkit requirements.
- Cyber Essentials/Cyber Essentials Plus support.

8. Pricing Model (High-Level)

- Annual subscription based on service scope.
- Optional modules or enhanced support available.
- Detailed pricing provided separately in the G-Cloud Pricing Document.

9. Exit & Data Migration

Return of customer-owned data in standard export format.

- Secure deletion of data within legal timescales.
- Optional chargeable services for custom exports or bespoke migration support.

10. Roadmap Summary (Non-Sensitive)

- Ongoing improvements to user experience.
- Enhanced reporting and analytics.
- Continued development aligned with virtual care best practices.

11. Scope & Exclusions

Not Included in the Core Service

- Local network or device configuration.
- Clinical triage or decision-making.
- Third-party integrations beyond agreed