

Service Definition

Patient Portal

Number | Commercial in Confidence

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Zesty Service Definition

1. Service Overview

Zesty is a cloud-based patient engagement platform designed to streamline outpatient processes, enhance patient autonomy, and reduce administrative burden for NHS Trusts. The platform integrates with NHS PAS/EPR systems to provide patient-led appointment management, digital document delivery, and support for self-managed pathways such as Patient-Initiated Follow-Up (PIFU). Patients access Zesty through a secure web interface without the need to download an app.

2. Core Features & Functionality

Appointment Management

- Patients can confirm, reschedule, or cancel appointments online, at any time.
- Trusts configure appointment rules to support clinical pathways and optimise clinical capacity.
- Supports multiple appointment types including face-to-face, telephone, and virtual consultations.

Patient-Led Booking (WLV/PIFU)

- Enables patients to request follow-up appointments based on clinical criteria.
- Trusts assign patients to self-managed pathways directly from their PAS/EPR.
- Automated reminders prompt patients to initiate follow-up within specified timeframes.

Digital Documents

- Supports delivery of digital appointment letters, pre-appointment instructions, discharge summaries, and clinic information.
- Patients can securely access documents across devices.

Two-Way PAS/EPR Integration (High-Level)

- Synchronises demographics, appointments, and pathways between Zesty and Trust systems.
- Provides real-time updates without exposing technical implementation details.

Messaging & Notifications

- Automated reminders for appointments, pathway actions, and document availability.
- Supports SMS, email, and in-platform notifications.

Analytics & Reporting

- Provides visibility into adoption, utilisation, appointment outcomes, and cancellation activity.
- Assists Trusts in monitoring progress against outpatient transformation targets.

3. Technical Overview (High-Level)

- Hosted on secure UK-based cloud infrastructure.
- Data encrypted in transit and at rest.
- Role-based access controls and secure authentication.
- Standards-based, secure integration with PAS/EPR systems.
- Scalable cloud architecture that adapts to demand.

4. Onboarding & Implementation Approach

Discovery

- Confirmation of scope, configuration requirements, and Trust-side responsibilities.

Configuration

- Setup of appointment rules, pathways, templates, and integrations.
- Local testing with Trust stakeholders.

Training

- Comprehensive training for administrative, operational, and clinical users.
- Access to guides, webinars, and knowledge base materials.

Go-Live Support

- Dedicated launch support from the Zesty team.
- Monitoring of adoption and operational performance.

Customer Responsibilities

- Providing PAS/EPR access.
- Assigning a local project lead.
- Ensuring accurate patient contact data.

5. Service Support & SLAs

- Standard support hours: Monday–Friday, 09:00–17:00 UK time (excluding public holidays).
- Alternative support hours can be agreed with individual customers as part of the service onboarding process.
- Support channels: email, telephone, support portal.
- Service availability target: 99.9% uptime (excluding planned maintenance).
- Incident response and resolution times aligned with severity levels.

6. Service Levels & Dependencies

Service Levels

- Performance and availability monitored continuously.

Customer Dependencies

- Stable PAS/EPR environment.
- Local networking and infrastructure supporting secure connectivity.
- Trust-side participation in testing.

7. Accessibility & Compliance

- Designed to meet WCAG 2.1 AA accessibility standards.
- Aligns with UK GDPR and NHS data protection requirements.
- Meets NHS DSP Toolkit obligations.
- Supports Cyber Essentials or Cyber Essentials Plus certification.

8. Pricing Model (High-Level)

- Annual subscription model for platform access.
- Optional modules available with additional one-off implementation charges.
- Pricing details provided separately in the G-Cloud pricing document.

9. Exit & Data Migration

- Standard data export provided at contract end.
- Data returned in a non-proprietary, accessible format.
- Optional assisted migration services available.
- Trust retains ownership of its data at all times.

10. Roadmap Summary (Non-Sensitive)

- Ongoing enhancements to self-managed pathways.
- Expansion of analytics and reporting capabilities.
- Improvements to user experience across patient and staff interfaces.

11. Scope & Exclusions

Not Included in the Core Service

- PAS/EPR configuration or system maintenance.
- Local infrastructure or network changes.
- Clinical triage or decision-making services.
- Third-party integrations beyond agreed scope.
- SMS/email delivery costs where applicable.
- On-site deployment unless specifically agreed.