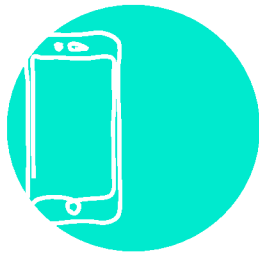


MyHealthCall PEP

Patient
Engagement
Portal



Product Pricing
G-Cloud 15

HEALTH CALL

Introduction

MyHealthCall Patient Engagement Platform (PEP) is an NHS-owned Software as a Service (SaaS) solution, wholly owned by Northumbria Healthcare NHS Foundation Trust. Pricing is based on an annual license, which includes hosting, support, maintenance together with access to updates and enhancements to the core platform released during the contract term.

Health Call supports flexible contract terms, including annual and multi-year agreements, to meet customer requirements.

Our solutions continue to evolve in line with NHS needs, and some newer capabilities may not be explicitly itemised within this pricing model or within the G-Cloud 15 Service Definition documents. We therefore welcome a conversation to ensure that customers have the most up-to-date view of product functionality.

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HEALTH CALL

MyHealthCall Patient Engagement Portal (PEP) – all prices exclude VAT	
Module	Annual License
My HealthCall PEP – Core Platform*	£250,000.00
Notification via NHS App	Free
Notifications via SMS**	Free
FormFinity – Digital Questionnaires Platform Access	Included
FormFinity – Digital Questionnaires Up to five bespoke forms	Included
eMeet & Greet	Included
Service Desk (2nd & 3rd line support for NHS staff only) Support hours 9:00–17:00 Monday to Friday, excluding UK Bank Holidays	Included
Service Desk (2nd & 3rd line support for NHS staff only) Support hours 24/7 365	On request

*Digital correspondence including: appointment letters, clinic letters, assets such as patient leaflets and appointment-related documents. Five questionnaires included as standard

**MyHealthCall PEP integrates with the Trust-owned GOV.UK Notify account. Health Call does not charge for SMS messages; all SMS costs are paid directly by the Trust to GOV.UK Notify

HEALTH CALL

MyHealthCall Patient Engagement Portal (PEP) – all prices exclude VAT

Service	One-off Costs
FormFinity – Digital Questionnaires Additional bespoke form development (beyond 5 included)	£850 per day (typically 5 days per form)
FormFinity – Digital Questionnaires Library Forms*	£2,500 per form
FormFinity Submission Fair usage allowance (per organisation)	Up to 200,000 submission per annum included**
**>200,000 forms submissions please contact us on enquires@healthcallsolutions.com	
eMeet & Greet Synthetic Voice Call per minute (based on actual usage)	£0.54
Service Desk (2nd & 3rd line support for NHS staff only) Support hours 24/7 365	On request

*Where a form has previously been built by Health Call for an existing customer, this will be available within the FormFinity Library. Providing that the existing customer consents to its adoption by another organisation, this form can be implemented for the lower, one-off cost
Bespoke forms are any forms that have not previously been developed and deployed by Health Call

HEALTH CALL

Transformation & Technical Services – all prices exclude VAT	
Service	Price
Project Management	£850 per day
Business Analyst	£850 per day
Clinical Safety	£850 per day
Technical Services expertise	£1,100 per day
Integration expertise	On request
Consulting services	On request

Services – all prices exclude VAT	
Service	Price
Data warehousing (priced on specification and scoping)	On request
Integration into third-party systems (priced on specification and scoping)	On request

HEALTH CALL

Implementation and Commercial Terms

All prices exclude VAT unless otherwise stated.

Implementation and deployment

Product pricing excludes any one-off implementation and deployment costs. For each customer implementation, Health Call will work with the purchasing organisation to agree deployment requirements and develop a mutually agreed implementation plan, including resource requirements and associated costs.

Implementation costs are calculated on a per-product, per-customer basis using the published daily rates and are agreed in advance of delivery. Where applicable, a dedicated project manager will be assigned to support delivery and ensure a controlled, well governed rollout.

Licensing and subscriptions

Annual license fees are payable in advance and are subject to annual CPI indexation. CPI indexation will be applied on 1 April each year following the initial contract anniversary.

Health Call supports flexible contract terms, including annual and multi-year agreements. Any changes to scope, usage or contract terms during the license period are managed by mutual agreement via a Change Control Notice (CCN).

Consumption-based and third-party costs

Notifications delivered via the NHS App utilise NHS England-provided notification services. At the time of publication, this service is provided to Health Call at no cost and no mark-up is applied. Should NHS England's charging model change, Health Call will provide advance notice and discuss any potential impact with customers before any charges are introduced.

Most consumable messaging costs are managed via customers' own GOV.UK Notify accounts. Health Call does not charge for SMS messages; all SMS charges are paid directly by the customer to GOV.UK Notify. Synthetic voice calls and video conferencing are consumption-based and charged in line with agreed usage rates. Where underlying wholesale costs change, Health Call will endeavour to provide at least 30 days' notice wherever possible.

Commercial and administrative terms

All pricing is accurate at the time of submission to the G-Cloud 15 framework. Health Call reserves the right to apply statutory interest to invoices not paid within 30 days of the invoice date. Where Health Call staff are required to travel away from their usual place of work, reasonable travel and subsistence costs will be charged at cost. Mileage is charged at the prevailing HMRC rate.