

FormFinity

Custom
digital forms



Service
Definition
G-Cloud 15

Who We Are

About Health Call

A wholly **NHS-owned** digital health company, Health Call was founded as a collaboration between seven NHS Trusts and is now owned outright by Northumbria Healthcare NHS Foundation Trust.

In line with NHS values, Health Call works closely with our Trusts to build solutions that streamline care and cut costs without compromising on quality or capability, driving sustainable service transformation and delivering real benefits for our NHS partners.



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Introduction

About FormFinity

FormFinity is a flexible tool designed to ask patients the right questions, at the right time. By removing paper-based forms and gathering invaluable data from patients remotely or ahead of face-to-face appointments, our Trusts can make clinical time count.

Our product roadmap is directly informed by our customers, and so FormFinity is continuously evolving in line with NHS needs.

Please do get in touch to discuss your service requirements and to ensure you have the most up-to-date view of product functionality.

Functionality

Patient Login

FormFinity requires no additional passwords, or apps, with patients using their demographic information to access forms. When used in conjunction with MyHealthCall Patient Engagement Portal, patients can complete questionnaires attached to appointments directly within the NHS App.

Notifications

Patients receive an SMS containing the unique URL for their questionnaire. Health Call uses your Trust GOV.UK Notify account to send these, with no extra charge or mark-up added. Notifications are customisable, allowing Trusts to configure the wording and frequency of messages – again at no extra cost.

Trusted NHS Design

Being NHS-owned, FormFinity follows Government Design Standards principles and page-by-page flows, offering a familiar look and feel to patients.

Flexible Formatting

Completely flexible question formatting means that patients can complete forms quickly and easily, and clinical and operational information can be gathered no matter the subject.

Answers can include multiple choice, free text, dates, numerical input and more, with optional answers and conditional logic so patients need only complete questions relevant to them. Scoring can also be applied to answers, aiding efficient review and triage.

Infinite Uses

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 a lower, one-off cost.

Because we work with you to best utilise existing forms, and to build bespoke ones for your organisation, FormFinity use cases are many and varied, covering **waiting list validation, pre-assessment and access needs, service review and patient feedback, PROMs collection, and more.**

Remote Monitoring Pathways

FormFinity also integrates with VirtualCare, Health Call's remote monitoring solution, for supporting patients with chronic or longer-term conditions to live well at home and reduce avoidable clinic or hospital visits.

HEALTH CALL

Implementation

We've been working to help NHS organisations move from analogue to digital for the past 10 years.

Our Trust onboarding pack is designed to make onboarding & integration to FormFinity a straightforward process, with go-live in 6 weeks. We offer a dedicated implementation project manager, user guides, and can tailor training specifically to your needs, including on-site visits.

Support Model

Each of our customers has a dedicated account manager and routine account reviews, whilst also being invited to participate in regular user groups to share learning and inform our product roadmap. We are dedicated to offering ongoing, meaningful support to realise FormFinity's full benefits across the organisation.

Health Call provides second- and third-line application support for NHS staff only; patient-facing service desk support is not provided. Our Service Desk is delivered by an NHS team and core hours are 9am–5pm, Monday to Friday, with tickets logged via email, portal or telephone. Clear prioritisation and escalation routes are in place, and extended hours or 24/7, 365-day support can be offered where required.

Reporting

Health Call provides Trusts with regular activity and usage reporting, accessible through Power BI dashboards and downloadable monthly datasets. Authorised users can also view real-time audit logs and operational information through the FormFinity Back Office.

Accessibility

FormFinity meets WCAG 2.2 AA standards, and is compatible with assistive technology such as screen readers.

Integration

FormFinity provides integration capabilities, allowing completed PDFs of patient form responses to be shared with Trust systems such as EPRs. Using the Mirth integration engine, the PDF documents will be sent to Trusts embedded in Health Level Seven (HL7) Medical Document Management (MDM) messages.

Compliance & Assurance

FormFinity is supported by a clear assurance framework aligned to NHS standards, covering clinical safety, data protection and cyber security. The service is delivered within UK-based secure hosting, with established governance processes such as audit trails, access controls and structured change management. Clinical safety and data protection requirements are embedded throughout development and operation, giving Trusts confidence that FormFinity is safe, compliant and managed to consistently high standards.

- Fully aligned with NHS DSP Toolkit, National Data Guardian Standards, and Cyber Essentials Plus
- Hosted in ISO27001-certified Azure UK data centres, ensuring compliance with NHS cloud guidance
- DTAC, DPIA and Clinical Safety Case available for Trust review