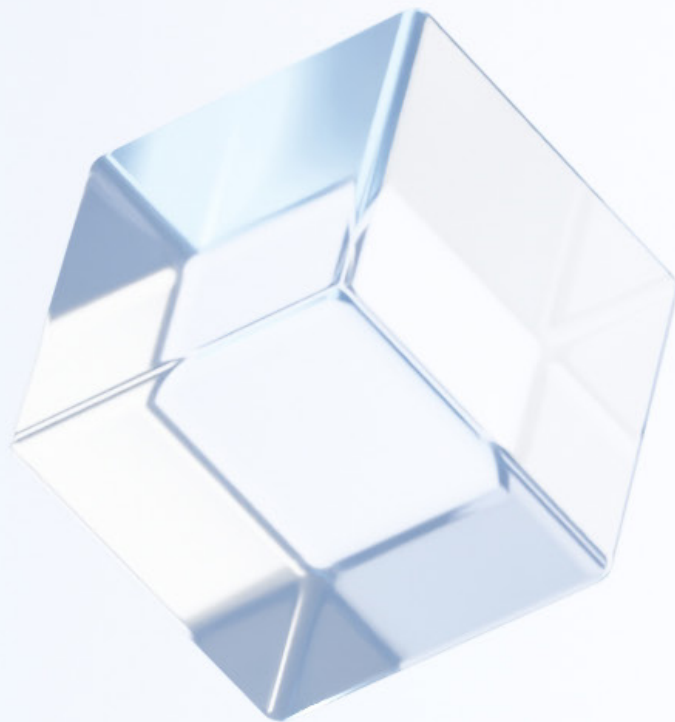


AireForms

Low-code digital
forms solution

Service definition



Introduction

AireForms is a low-code digital forms solution that helps health and care organisations capture data securely, efficiently, and at scale. Built on 20 years of healthcare expertise and our low-code platform, AireForms enables tailored form design, reduces clinical workload, improves patient accessibility, and integrates seamlessly with complex digital environments. It supports local, regional, and national delivery at a fraction of the cost of traditional software.

Overview

Digitising paper forms is a vital step in modernising health and care delivery. Done well, it improves data quality and accuracy, speeds up collection and analysis, enhances patient convenience, and reduces administrative burden for clinical teams.

Many off-the-shelf tools fail to reflect clinical workflows, lack interoperability, or do not meet accessibility requirements, often leading to low completion rates and limited insights. AireForms addresses these challenges with a flexible, low-code platform designed specifically for health and care organisations.

AireForms enables teams to design, deploy, and manage smart digital forms that align precisely with workflows, integrate with existing systems, and deliver immediate intelligence from captured data. It has supported over 1 billion form submissions, demonstrating reliability and scalability across complex healthcare environments.

Proven Impact

- **Leeds Teaching Hospitals NHS Trust:** Completion rates rose from 59% to 97%, with over 3 million forms submitted per month across multiple sites.
- **Derbyshire Medicines Order Line:** Handles more than double the previous volume, improving throughput and patient experience.
- **Alder Hey Children's NHS Foundation Trust:** Community PROMs response rates increased from 32% to 70%.

Key Benefits

- **Tailored Digital Forms:** Design forms to match clinical and operational workflows exactly, avoiding duplication and unnecessary administration.
- **Reduced Clinical Workload:** Replace paper and manual processes, freeing staff time for patient care rather than data entry.
- **Increased Patient Engagement:** Accessible 24/7, no login required, multilingual support, and best-practice usability to maximise completion rates.
- **Immediate Intelligence:** Instant access to structured patient-level and service-level data to support care delivery, triage, and planning.
- **Seamless Integration:** Connect easily with existing systems across local, regional, and national digital environments.

- **Cost-Effective Delivery:** Achieve high impact at a fraction of the cost of rigid, off-the-shelf solutions.
- **AI-Assisted Form Design:** Start with templates, generate forms from uploaded PDFs, or leverage AI to suggest workflow improvements, reducing setup time and accelerating adoption.

Low-Code Form Design

AireForms includes an intuitive, in-built form designer that allows organisations to create and manage smart digital forms with minimal training. Forms are built using reusable components, enabling rapid design, consistency across services, and easy reuse of common fields such as clinical measurements and calculations.

Forms can be edited, published, versioned, and retired at any time without reliance on development release cycles. This allows teams to respond quickly to changing clinical, operational, or regulatory requirements.

The designer supports advanced functionality including:

- Branching logic and conditional questions
- Calculations and rule-based validation
- Clinical decision support
- Pre-populated fields from integrated systems
- AI-powered suggestions for form structure and content

Patient and Professional Access

AireForms provides both patient-facing and clinician-facing interfaces. Forms are accessible across smartphones, tablets, and desktops, offering a user-friendly and inclusive experience.

Forms can be pre-populated using data from integrated electronic patient records (EPRs) or care management systems, reducing the burden on patients and professionals while improving data quality.

Form definitions are based on international open standards, allowing forms to be shared between patient-facing and NHS-facing platforms, across organisations, and between applications. Structured and coded clinical data can be captured and retained within the patient record.

Analytics and business intelligence

Beyond digitising paper, AireForms provides powerful insight into captured data. Organisations can analyse information in real time to support both operational and strategic decision-making, including:

- Monitoring activity and demand across services
- Evaluating waiting times, throughput, and resource allocation
- Supporting reporting requirements for regulators and external bodies
- Standardising data collection across departments or organisations
- Visualising trends using built-in charts and tables

This enables evidence-based service improvement and more effective planning.

Integration and Deployment

AireForms can be used as a standalone solution or integrated with existing systems such as PAS, EPRs, and care or case management platforms. Its flexible architecture supports deployment across individual services, organisations, regions, or national programmes.

Implementation

Managing change and requirements

Our first priority is to gather a comprehensive understanding of your organisation's requirements to implement AireForms and manage change. Our team will be fully accessible and in regular contact with stakeholders across the organisation to meet the developing health and care needs and AireForms requirements.

Depending on the scale of the implementation we can support/complement internal resources with our own Business Analysts, Project Managers and Form Developers.

We can mobilise a skilled delivery team quickly when a contract has been awarded, experienced in implementation and change management. Initially we will work collaboratively with you to validate and confirm deployment requirements. This ensures that our team can work with teams as soon as possible to draw on their practical experiences, raise awareness of AireForms functionality and identify minimum delivery requirements that can be iterated on.

At the start of the project, we will work with key stakeholder representatives from the organisation to discuss the flexible deployment options and ensure we have captured the requirements.

Form development

AireForms includes a comprehensive library of clinically developed forms already in use across health and care settings. However, we recognise that organisations will often need to extend this library or develop new forms to meet local pathways, priorities, and service requirements.

To support this, Aire Innovate works collaboratively with each organisation to prioritise form development and enhancements, particularly during the go-live phase. Our approach ensures that forms are aligned to clinical workflows and operational needs from the outset.

Where new or bespoke forms are required, we actively encourage the involvement of local subject matter experts. This collaborative approach provides hands-on experience with the form designer, enabling organisations to build internal capability and independently create, adapt, and extend forms over time.

We follow an agile, iterative delivery model, typically starting with a proof of concept or minimum viable product. Forms are then refined and enhanced as requirements evolve, ensuring rapid delivery, early value, and continuous improvement without delaying implementation.

Training

Our training can cover a number of elements of the deployment of AireForms from the business process considerations for the deployment to the form design requirements.

If a customer requires training in any of these areas, the aim is to ensure they understand how the platform can be used to meet a number of very different form requirements. For example, how to publish forms from the library, and how to design and publish their own consultation requirements.

End user training is rarely needed as the resulting forms are easy to use and intuitive by nature. However, we can support any training that is required. For example, where complex forms need training support, this can be given locally to meet clinical safety requirements.

Hosting and technical requirements

AireForms is delivered as a fully hosted solution through our trusted partner, AWS, providing the highest levels of security and compliance. The platform is browser-based and accessible via any modern browser, including Chrome, Edge, Safari, and Firefox, without the need for additional extensions.

Designed with a mobile-first approach, AireForms is fully responsive across smartphones, tablets, and desktop devices, ensuring seamless access regardless of screen size or aspect ratio. In line with our open platform policy, AireForms includes open APIs, allowing integration with a wide range of other systems and solutions. This flexibility ensures that services can connect AireForms with existing technology and adapt it to meet evolving local requirements.

Support

Aire Innovate provides comprehensive technical support for AireForms following implementation. Our support team is available between 8:30am and 5:30pm, reachable by telephone or email. All support requests are logged and tracked through our JIRA-driven support desk, ensuring timely updates and resolution in line with agreed service level agreements.

Our approach is underpinned by a continuous improvement ethos, with AireForms regularly updated to meet evolving requirements and to reflect new needs identified by services. In addition to technical support, we offer dedicated account management to review system performance, discuss new features, and explore opportunities to extend the use of the platform, ensuring services can make the most of AireForms over time.

About us

Aire Innovate was founded to transform digital innovation in health and care. Drawing on the expertise of our sister company, **Aire Logic**, which has delivered over 1,000 IT projects across national programmes, regional initiatives, ad hoc innovations, and pro bono work, we bring deep knowledge of healthcare systems and digital transformation.

Our low-code platform, **AireBlocks**, allows teams to build, connect, and adapt solutions precisely to their needs. Unlike off-the-shelf software, it supports rapid innovation, flexible scaling across regions, and local configuration, enabling organisations to respond quickly to changing clinical, operational, and regulatory requirements.

Mission & Vision

We empower health and care teams to take control of digital transformation, turning plans into reality, accelerating innovation, and improving outcomes for patients and staff.

Values & Expertise

We focus on meaningful impact, supporting our people, and delivering trusted, reliable solutions. AireBlocks combines secure system integration, tailored workflows, and robust governance to deliver high-quality, scalable healthcare solutions efficiently.