

Service Definition – Healthtech-1 Automated Lab Report Filing

1. Service overview

Healthtech-1 Automated Lab Report Filing is a cloud-based service that automates the processing and filing of incoming laboratory reports for GP practices. The service securely accesses lab reports within the GP clinical system and, where appropriate, automatically files them against the correct patient record using pre-agreed clinical decision rules. Automation runs multiple times per day, including overnight. Practices access audit information, operational reporting and service oversight through Healthtech-1 systems. The service is designed to reduce administrative burden while maintaining clinical safety, accuracy and compliance with NHS and UK GDPR requirements.

2. Data backup, restore and disaster recovery

All core components of the Automated Lab Report Filing service, including APIs, databases, automation services and reporting tools, are hosted on Microsoft Azure UK (South). Data is encrypted at rest and in transit. Platform-level resilience, backups and disaster recovery are provided through Azure's managed services. Healthtech-1 maintains business continuity and disaster recovery arrangements aligned with NHS Data Security and Protection Toolkit (DSPT) requirements, ensuring data can be restored in the event of a technical or operational incident.

3. Onboarding and offboarding support

Onboarding includes practice configuration, agreement of automation scope, smartcard association and validation of lab report workflows. Healthtech-1 provides guidance and documentation to support practices going live safely. During onboarding, practices agree which lab reports are suitable for automation and how exceptions are handled. Offboarding support includes the return or deletion of data in line with the Data Processing Agreement, with written confirmation provided once data handling actions have been completed.

4. Service constraints

The service is delivered as a standardised Software as a Service (SaaS) offering. Configuration is limited to practice-level settings such as eligible lab report types and workflow rules. No local installation is required. Planned maintenance is managed centrally by Healthtech-1. The service relies on third-party clinical systems and infrastructure, meaning availability may be impacted by external dependencies outside Healthtech-1's direct control.

5. Service levels

The service is designed for continuous operation and routine high-volume processing. Automation runs several times daily, including overnight. Healthtech-1 aims for all eligible lab reports to be processed within

two working days of arrival in the practice inbox. Support is provided during UK business hours, with defined incident management processes for clinical, cyber and data protection incidents.

6. After-sales support

Ongoing support is provided by the Healthtech-1 support team. This includes operational queries, incident handling, assistance with audits or information governance requests, and support with reporting. Practices can contact Healthtech-1 via agreed support channels for help throughout the lifetime of the service.

7. Technical requirements

Users require access to a modern web browser for any reporting or support interfaces. No software installation is required. Automation operates using NHS-approved smartcards and role-based access controls within the GP clinical system. Secure network access is provided via the Health and Social Care Network (HSCN).

8. Outage and maintenance management

Healthtech-1 actively monitors service health and manages incidents through defined operational, clinical safety and cyber security processes. Planned maintenance is scheduled to minimise disruption to GP practices. Practices are notified of any significant service issues in line with Healthtech-1 incident management procedures.

9. Hosting locations

Primary hosting for the Automated Lab Report Filing service is within Microsoft Azure UK. Limited supporting services may process minimal data within the UK, EU or US, subject to appropriate contractual safeguards, transfer risk assessments and UK GDPR compliance.

10. Access to data on exit

On termination of the service, GP practices may request the return or deletion of their data. Data is deleted or returned in accordance with the Data Processing Agreement and applicable retention obligations. Healthtech-1 provides confirmation once data deletion or return has been completed.

11. Security

Healthtech-1 complies with the NHS Data Security and Protection Toolkit and Cyber Essentials requirements. Security controls include encryption, role-based access controls, smartcards, staff training, confidentiality agreements and regular audits. Sub-processors are contractually required to meet UK GDPR and NHS security standards, with transfer risk assessments completed where applicable.