

Service Definition – Healthtech-1 Automated Registrations

1. Service overview

Healthtech-1 Automated Registrations is a cloud-based service that automates new patient registrations for GP practices. Patients complete a digital registration form, which is processed and, where appropriate, automatically entered into the GP clinical system using approved NHS smartcard-based automation. Practices access registrations, audit information and anonymised reporting via the Healthtech-1 Practice Hub.

2. Data backup, restore and disaster recovery

All core services (forms, APIs, databases, Practice Hub and reporting) 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 to NHS Data Security and Protection Toolkit requirements.

3. Onboarding and offboarding support

Onboarding includes practice configuration, smartcard association, form setup and support to go live. Guidance and documentation are provided to practice staff. Offboarding support includes the return or deletion of data in line with the Data Processing Agreement, with confirmation provided once completed.

4. Service constraints

The service is delivered as a standardised SaaS product. Configuration is limited to practice-specific settings (for example form options and automation rules). Planned maintenance is managed centrally; no local installation is required.

5. Service levels

The service is designed for continuous operation and high-volume demand, including seasonal peaks. Support is provided during UK business hours, with incident management processes in place for clinical, cyber and data protection incidents.

6. After-sales support

Ongoing support is provided via the Healthtech-1 support team, including operational queries, incident handling and assistance with reporting or audits.

7. Technical requirements

Users require a modern web browser to access the Practice Hub. No software installation is required. Automation uses NHS-approved smartcards and role-based access controls within the clinical system.

8. Outage and maintenance management

Healthtech-1 monitors service health and manages incidents through defined clinical and cyber incident management processes. Planned maintenance is scheduled to minimise disruption.

9. Hosting locations

Primary hosting is within Microsoft Azure UK. Limited supporting services process minimal data in the UK, EU or US under appropriate contractual safeguards and transfer risk assessments.

10. Access to data on exit

On termination, practices can request return of their data. Data is deleted or returned in accordance with the Data Processing Agreement and retention obligations.

11. Security

Healthtech-1 complies with the NHS Data Security and Protection Toolkit and Cyber Essentials. Access is restricted using role-based access controls, smartcards, encryption, staff training and confidentiality obligations. Sub-processors are contractually required to meet UK GDPR and NHS security standards.