

Service Definition – Healthtech-1 Bookable

1. Service overview

Healthtech-1 Bookable is a cloud-based digital booking and patient acquisition service designed to help GP practices and healthcare organisations attract, register, and retain patients through a modern digital booking experience. Bookable enables practices to surface available appointments to patients at the point of registration or access, improving patient experience and supporting access to care.

The service provides a digital listing and booking journey for practices, allowing patients to understand services offered and book appropriate appointments. Practices manage Bookable through the Healthtech-1 Hub, where they can configure availability, review activity, and access reporting and analytics. Bookable operates alongside existing clinical systems and workflows and does not replace the practice's clinical system.

2. Data backup, restore and disaster recovery

Bookable is hosted on Microsoft Azure, using UK-based cloud infrastructure. Data is encrypted both at rest and in transit using industry-standard encryption. 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 requirements. These arrangements are designed to ensure service availability, data integrity, and timely recovery in the event of a system failure or incident.

3. Onboarding and offboarding support

Onboarding support includes initial service setup, practice configuration, and guidance on creating and managing a Bookable listing. Healthtech-1 provides documentation and live support to help practices understand how to configure availability, manage bookings, and interpret reporting.

Offboarding support includes the return or deletion of data in line with the Data Processing Agreement and applicable legal and regulatory requirements. Healthtech-1 will provide confirmation once offboarding activities have been completed.

4. Service constraints

Bookable is delivered as a standardised Software as a Service (SaaS) product. Configuration is limited to organisation- and practice-level settings, such as appointment types, availability rules, and listing content. No local installation is required.

Planned maintenance is managed centrally by Healthtech-1 and scheduled to minimise disruption to users.

5. Service levels

Bookable is designed for continuous operation and scalable demand, including periods of increased activity. Healthtech-1 monitors platform performance and key service metrics, including availability and usage.

Support is provided during UK business hours, with defined incident management processes in place for service outages, data protection incidents, and security issues.

6. After-sales support

Ongoing support is provided by the Healthtech-1 support team. This includes assistance with operational queries, incident handling, reporting, and service optimisation. Support is available via online support channels during published support hours.

7. Technical requirements

Users require a modern web browser to access the Healthtech-1 Hub and manage Bookable. No software installation is required. Access to the service is controlled through secure authentication and role-based access controls.

Bookable integrates with existing Healthtech-1 services and may rely on third-party systems such as messaging or hosting providers, which are managed under appropriate contractual safeguards.

8. Outage and maintenance management

Healthtech-1 monitors service health and performance on an ongoing basis. Incidents are managed through defined operational, clinical, and cyber incident management processes.

Planned maintenance is scheduled to minimise disruption, and where material service issues occur, Healthtech-1 will communicate with affected users and provide updates as appropriate.

9. Hosting locations

Primary hosting for Bookable is within Microsoft Azure data centres located in the United Kingdom. Certain supporting services may process limited data in the UK, European Economic Area, or other locations under appropriate contractual safeguards and transfer risk assessments.

10. Access to data on exit

Upon termination of the service, healthcare organisations may request the return or deletion of their data. Data will be returned or securely deleted in accordance with the Data Processing Agreement, contractual terms, and applicable data retention obligations.

11. Security

Healthtech-1 applies industry-standard security measures consistent with NHS requirements. This includes compliance with the NHS Data Security and Protection Toolkit, encryption of data, role-based access controls, staff training, and contractual controls on sub-processors.

Access to Bookable is restricted to authorised users, and all staff are subject to confidentiality obligations. Sub-processors are required to meet UK GDPR and NHS security standards.