

Service Definition - G-Cloud 15

Jayex provides a proven, patient-facing check-in, calling, and waiting room management service used across NHS Primary Care and NHS Secondary Care environments. The service reduces reception workload, improves patient flow, and enhances the waiting room experience through self check-in, clear patient calling, and real-time information displays.

Delivered as a secure, cloud-hosted service with managed hardware, Jayex offers a low-risk, scalable solution suitable for GP practices, community services, outpatient departments, and hospital clinics, aligned to NHS operational, security, and clinical safety expectations.

Service overview

Jayex provides a cloud-hosted patient check-in, patient calling, and waiting room management service designed for use across NHS Primary Care and NHS Secondary Care environments. The service is suitable for NHS organisations seeking to improve patient flow and waiting room experience in primary care, community, outpatient, and hospital settings.

The service enables patients to self-register their arrival, supports efficient patient calling workflows, and provides clear, accessible waiting room information through digital displays.

The service is used in a range of healthcare settings including GP practices, community services, outpatient departments, and hospital clinics. The service is designed to scale from single-site deployments to multi-site NHS organisations, supporting both local and enterprise-level implementations. It is designed to reduce administrative burden, improve patient flow, and enhance the waiting room experience in both primary and secondary care contexts.

What the service does

The service supports the end-to-end management of patient arrival and flow within healthcare sites, helping organisations improve efficiency, reduce pressure on front-of-house teams, and deliver a clearer, more reassuring experience for patients.

Patients can check in on arrival using intuitive touchscreen kiosks, with attendance recorded automatically and made visible to staff in real time. Clinical and administrative teams can manage patient calling and queue progression through clear, configurable workflows, supported by waiting room displays that provide timely, accessible information. Jayex works closely with the NHS to curate and publish public health messages, which can be centrally managed by organisation staff and can be updated remotely, enabling consistent communication across sites without additional infrastructure.

Where Connect patient check-in and patient calling are in use, Jayex also provides our QView waiting room management functionality. This allows organisations to display queue position, calling status, and configurable messages on waiting room screens, helping to reassure patients and reduce uncertainty while waiting.

Where integration with an Electronic Patient Record (EPR) system is available, the service integrates to support automated data exchange and real-time updates. Integration is the

preferred approach where feasible. Jayex supports integration using recognised healthcare standards and interfaces, including IM1 and HL7, as well as supplier-specific integrations with widely used systems such as EMIS Web, TPP SystmOne, OneAdvanced Vision, Cerner, and RiO. In NHS Primary Care settings, the service also supports SNOMED CT coding for demographic updates.

Where integration is not immediately available, either due to EPR capability constraints or to enable rapid deployment, the service can operate effectively in a standalone mode. In this configuration, patient check-in and calling are supported through secure data import and locally managed waiting lists, without reliance on direct system integration. This allows services such as walk-in centres, urgent treatment centres, and temporary or evolving clinics to go live quickly while maintaining clear patient flow and visibility.

How the service is delivered

The service is delivered as a Software as a Service (SaaS) solution hosted in the public cloud. Jayex manages the application, hosting environment, updates, and ongoing maintenance.

On-site components such as check-in kiosks and calling displays are installed at customer locations and securely connect to the cloud-hosted service. Jayex offers a range of hardware options to suit different environments and space constraints, including wall-mounted kiosks, desk-mounted units, and all-in-one kiosk solutions.

All system updates and enhancements are managed remotely, minimising disruption to clinical operations.

Hardware supply, installation and warranty

As part of the service, Jayex provides a fully managed solution that includes the supply and on-site installation of robust hardware at customer locations. Installation is coordinated by Jayex to ensure equipment is correctly positioned, configured, and ready for use (including data and power), with minimal disruption to clinical operations. This removes the need for customers to source, install, or manage hardware independently.

Hardware supplied by Jayex is provided with a standard two-year warranty, with the option to extend warranty cover to up to five years at additional cost. Extended warranty cover is provided on a new-for-old basis, ensuring faulty equipment is replaced, delivered and installed with new hardware rather than refurbished units.

Warranty cover includes on-site replacement, with Jayex coordinating hardware replacement directly to minimise downtime and operational impact for clinical and administrative teams. Hardware support and warranty cover are provided for the duration of the active service contract. Where the service is terminated, ongoing hardware support and warranty cover cease at the end of the contract term, ensuring responsibilities remain clear while customers benefit from a fully supported, managed solution throughout the lifetime of the service.

Service users

The service is used by patients attending healthcare appointments, reception and administrative staff, clinical staff managing patient flow, and site administrators responsible for configuration and reporting.

Service benefits

The service reduces pressure on reception and front-of-house teams by automating patient arrival and calling processes, allowing staff to focus on patient care rather than administration. Clear, visible calling and waiting room information helps improve patient flow, reduces perceived waiting times, and creates a calmer, more predictable waiting room environment.

By supporting both integrated and standalone deployment models, the service enables organisations to improve access and flow at a pace that suits their digital maturity. Managed hardware, proactive monitoring, and on-site replacement further reduce operational risk and disruption.

Onboarding and support

Jayex supports customers through a structured onboarding process, including configuration, remote onboarding sessions, and guidance tailored to local workflows. Ongoing support is provided in line with the published Service Level Agreement, including incident logging, remote diagnosis, and resolution.

Warranty and hardware support

Jayex hardware supplied as part of the service is provided with a standard two-year new-for-old warranty, with the option to extend coverage up to five years. The warranty includes on-site replacement, reducing operational impact.

Security and clinical safety

Jayex holds ISO/IEC 27001 certification, complies with the NHS Data Security and Protection Toolkit, meets DTAC requirements, and holds Cyber Essentials and Cyber Essentials Plus certification.

The service is developed and maintained in accordance with DCB0129 under the oversight of a designated Clinical Safety Officer.

Exit and transition

On contract termination, Jayex supports a controlled exit process, including secure data removal and service decommissioning. Documentation is provided to support continuity and transition planning.

Service scope

This Service Definition relates specifically to the Jayex Patient Check-In, Patient Calling, and Waiting Room Management service.