

Intelligentas – Clinical Record Summarisation Service

1. Service overview

Intelligentas provides a secure, cloud-based clinical record summarisation service designed to support GP practices and NHS organisations in digitising and summarising historical patient records and New patient registrations. The service focuses on Lloyd George paper records and electronic documents, producing structured, clinically usable summaries that reduce administrative burden while maintaining appropriate clinical oversight.

The service supports safe migration from paper-based or unstructured records into modern electronic patient record (EPR) systems, without replacing or bypassing clinical review responsibilities.

2. Who the service is for

The service is intended for:

- GP practices managing Lloyd George paper record backlogs
- Primary care networks (PCNs)
- Integrated care boards (ICBs)
- NHS shared services and support organisations

The service is not intended for direct patient use.

3. What the service includes

The Intelligentas service includes:

- Secure collection and preparation of Lloyd George paper records
- High-resolution scanning and digitisation
- Optical character recognition (OCR) and intelligent content extraction
- Clinical data structuring and SNOMED CT coding where available
- Creation of a clinically structured medical summary
- Quality assurance checks throughout the process
- Delivery of summaries in formats suitable for GP clinical systems

The service delivers a ready-to-upload summary to support faster and safer clinical integration.

4. What the service does not include

The service does not include:

- Direct clinical decision-making or diagnosis
- Automatic upload of summaries into clinical systems (unless separately agreed)
- Ongoing hosting or long-term storage of patient records
- Replacement of GP or clinical oversight responsibilities

Final review and upload of summaries into the patient's electronic record remains the responsibility of the GP practice.

5. Service delivery model

Intelligentas is delivered as a managed service supported by secure cloud infrastructure. Records are processed transiently for the purpose of summarisation and are not retained beyond active processing.

Outputs are returned to the customer for use within their own clinical systems. The service is designed to integrate with existing NHS workflows and governance requirements.

6. Security and information governance (summary)

The service operates in line with UK GDPR, NHS information governance requirements, and data minimisation principles. Encryption is used for data in transit and at rest during processing.

Clinical safety and information governance considerations are embedded throughout the service design. Intelligentas delivers summaries to support clinical review and does not bypass established governance controls.

7. Support and onboarding

Customers are supported through a structured onboarding process, including agreement of scope, governance documentation, and service configuration. Standard support is provided during UK business hours, with optional enhanced support available by agreement.

Ongoing service delivery includes quality assurance and regular service reviews where required.

8. Service constraints

- Internet connectivity is required to access the service
 - The service is not available for offline use
 - Clinical oversight is required before summaries are added to patient records
 - Integration with clinical systems is dependent on system compatibility and approvals
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9. Service exit

Intelligentas does not retain customer data beyond active processing. At contract end, access to the service is disabled and any transient data is securely deleted. No data extraction or migration activity is required, as all outputs are already held within customer systems.

10. Service workflow and delivery detail

Step 1: Paper record collection, preparation and scanning

Physical Lloyd George paper records are collected and prepared for digitisation:

- Files are ordered, checked, and prepared for scanning
- Staples removed, pages aligned, and documents grouped by type
- High-resolution scanning creates digital copies (PDF)
- Quality assurance checks ensure all content is legible and complete
- Records are scanned in accordance with BS10008:2020

Step 2: Content extraction (OCR and intelligent processing)

Relevant clinical data is extracted from the digital documents:

- Optical character recognition (OCR) for typed documents
- Intelligent processing identifies key data points, including diagnoses, allergies, immunisations, medications, and investigations

Step 3: Clinical coding and data structuring

Extracted information is mapped to recognised clinical coding standards:

- SNOMED CT for diagnoses, allergies, and significant history
- NHS-compliant structuring for summarised data

Step 4: Medical summary creation

A clinically structured summary is created, formatted for GP use, including:

- Active and past medical history
- Repeat medications
- Known allergies and adverse reactions
- Immunisations and screening history
- Notable consultations or events

Step 5: Output delivery to practice

The finalised summary is returned to the GP practice:

- Provided as a structured document suitable for upload into the patient record
- Compatible with EMIS, SystemOne, and other clinical systems
- Supporting digital documents may be included for reference

At this point, the Intelligentas service is complete. The GP practice remains responsible for reviewing and uploading the summary into the patient's electronic record.

11. Governance note

In accordance with NHS information governance and clinical safety requirements:

- Clinical oversight must be provided to approve and integrate data into clinical systems
 - Intelligentas provides a high-quality, ready-to-upload summary to reduce practice workload, not to bypass clinical oversight
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12. Efficiency gains

Although final upload responsibility remains with the practice, Intelligentas reduces time and resource burden by up to 95% by:

- Eliminating manual paper review
 - Automatically structuring data
 - Enabling faster, safer clinical integration
 - Providing SNOMED codes where required and available
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13. Next steps

Once pricing has been agreed, service initiation follows a controlled process:

1. Completion of a Data Protection Impact Assessment (DPIA) and contract finalisation
2. Submission of a small pilot batch of records for output review
3. Customisation of summary format based on clinical feedback

4. Confirmation of a Statement of Work (SOW)
5. Ongoing delivery with quality assurance and periodic review