

Silicon Practice Healthcare Apps Pricing Document for G-Cloud 15

Silicon Practice: Digital Front Door for Patients

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About us

Healthcare Apps: the new way to communicate

Here at Silicon Practice, we're empowering healthcare through the #1 digital care interface

Our healthcare apps transform the way you communicate with patients, families, carers and staff. Unread emails, missed phone calls and lost letters become a thing of the past. Easily find policies, schedules, condition information, lifestyle advice and more. Instant access to info and resources means less stress for patients and boosts staff morale.

- **Greater Engagement:** Empower your staff and patients to manage their workload and condition
- **Efficient Information Access:** 24/7 at their fingertips with valuable resources and support
- **Enhanced Communication:** Keep staff and patients informed instantly keeping them in the loop
- **Hospital Admissions Support:** Improve treatment coordination and reduce appointment wait times



Transforming Healthcare Delivery and Workforce Engagement with Our Healthcare Apps

Our Healthcare Apps are designed to support modern healthcare organisations by improving communication, engagement, access to information and operational efficiency for both patients and staff. Built specifically for healthcare environments, including NHS Trusts, community services and specialist care providers, the apps provide a secure, intuitive and flexible digital platform that strengthens relationships, supports proactive care and helps organisations respond more effectively to growing demands.

By placing the right information, tools and communication channels directly into the hands of patients and staff, our apps help organisations deliver safer, more responsive and more patient-centred care, while also improving staff experience, engagement and compliance.

Benefits for Patients and Care Teams

Improved Communication

The apps streamline communication between healthcare providers, patients and families by replacing fragmented channels such as letters, phone calls and emails with a single, secure digital platform. Important updates, condition information, service changes and urgent messages can be delivered instantly, ensuring that everyone stays informed and connected.

This reduces misunderstandings, delays and unnecessary administrative workload, while improving the reliability and consistency of communication across the organisation.

Stronger Patient Engagement

By giving patients easy access to information, contacts, updates and support resources, the app encourages patients to take a more active role in their care. Regular updates, self-management resources and clear signposting to support services help build confidence and trust, leading to better engagement and more informed decision-making.

Patients and families feel more supported, better informed and more connected to their care teams, contributing to improved experience and satisfaction.



With instant alerts, clear contact pathways and timely updates, care teams can respond more quickly to patient needs, emerging issues or service changes. Patients receive relevant information at the right time, enabling earlier intervention, better self-management and reduced risk of issues escalating.

Data-Driven Improvement

By closing the feedback loop and showing that voices are heard and acted upon, organisations can build trust, improve engagement and strengthen continuous improvement.

A simple, accessible and user-friendly digital experience improves satisfaction for both patients and staff. Clear information, easy access to support and reliable communication reduce frustration and uncertainty, contributing to a more positive overall experience.

News and Updates

Si Contact us: enquiries@siliconpractice.co.uk

Calendar and Events

The events calendar simplifies the management and promotion of events, training sessions, support groups and important dates. Users can view events within the app and add them to their personal calendars, helping to improve attendance, engagement and awareness.

For patients, this supports access to community resources, support groups and wellbeing activities. For staff, it improves participation in training, meetings and organisational events.

Information Hub

The information section acts as a central repository for essential content. For patients, this includes condition information, self-management resources, service guidance and local support. For staff, this includes policies, rotas, training materials, clinical guidance and organisational documents.

This reduces time spent searching for information, supports consistent practice and empowers users with 24/7 access to the resources they need.

Contacts Directory

The contacts feature ensures that all relevant contact details are easily accessible, including working hours, out-of-hours services and emergency contacts. Pre-populated email templates support faster and more accurate communication.

This improves responsiveness, reduces delays and ensures that patients and staff can quickly reach the right person when they need support or information.

Alerts and Notifications

The alert system allows organisations to send urgent or important messages instantly to all users or targeted groups. Users can subscribe to relevant channels, ensuring they only receive information that is meaningful to them.

This reduces reliance on letters, phone calls and mass emails, improving speed, reliability and clarity of communication, particularly during service changes, incidents or urgent updates.

Forms and Feedback

Forms and surveys enable organisations to collect feedback, ideas and insights directly through the app. Patients can share experience and suggestions, while staff can contribute improvement ideas, raise concerns or provide input into service development.

This supports a culture of listening, learning and continuous improvement.

Benefits for Workforce Management

In addition to improving patient care, the Healthcare Apps support workforce engagement, communication and operational efficiency.

Enhanced Staff Communication

Centralised news, alerts and updates ensure that all staff, including those not based at a desk or working across multiple sites, stay informed and aligned with organisational priorities.

Improved Attendance and Participation

The events calendar and notifications increase awareness and attendance at training sessions, meetings and organisational events, helping staff stay up to date and engaged.

Reduced Administrative Burden

Quick access to information, contacts and documents reduces time spent on administrative tasks, allowing staff to focus more on patient care and service delivery.

Increased Staff Engagement and Morale

By giving staff a voice through feedback tools and providing transparent communication, organisations can strengthen trust, engagement and morale.

Improved Compliance and Governance

Easy access to policies, training materials and updates supports compliance with standards, regulations and best practice, reducing risk and supporting inspection readiness.

SILICON PRACTICE HEALTHCARE APP SUBSCRIPTION

NUMBER OF PATIENTS / STAFF / AUDIENCE	0 - 500 users	501 - 1,500	1,501 - 5,000	5,000+ users
Annual licence fee	£2,250	£3,750	£6,000	£9,750
Initial set-up and configuration inc app design and tile icon customisation (one-off cost)	£1,000	£1,500	£2,000	£3,000
CMS backend console administration training	Included	Included	Included	Included
Regular new app version releases each year and unlimited technical maintenance, one-to-one training and support	Included	Included	Included	Included
Unlimited volume of content and notifications on the app	Included	Included	Included	Included
TOTAL 3-YEAR CONTRACT AGREEMENT	£7,750	£12,750	£20,000	£32,500

Dedicated App within the App Stores (optional)

Develop and manage your App within the Apple & Google App Stores for the duration of the licence (one off cost)	£3,000
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All pricing excludes VAT