

Silicon Practice Healthcare Apps Service Definition 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



Healthcare Delivery with our Patient Care Apps

Welcome to the future of healthcare. Our Patient Care Apps are designed to streamline communication, enhance patient engagement and provide real-time updates to ensure the highest quality of care.

Discover how our Patient App can transform your healthcare organisation and improve patient outcomes.



Enhanced Communication

Streamline the flow of information between healthcare providers and patients, ensuring everyone stays informed and connected.

Improved Patient Engagement

Foster a stronger connection with your patients through regular updates, easy communication, and access to support resources.

Proactive Care Management

With instant alerts and easy access to healthcare contacts, your team can respond swiftly to patient needs, enhancing the overall quality of care.

Data-Driven Improvements

Collect and analyse patient feedback to continually refine your services and address any areas of concern promptly.

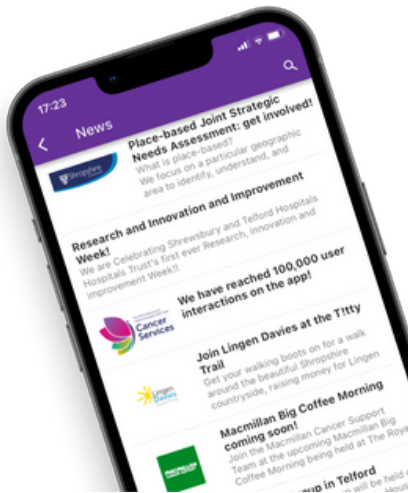
Educated Patient Base

Equip your patients with the latest information and resources to help them manage their conditions more effectively and make informed health decisions.

Enhanced Patient Satisfaction

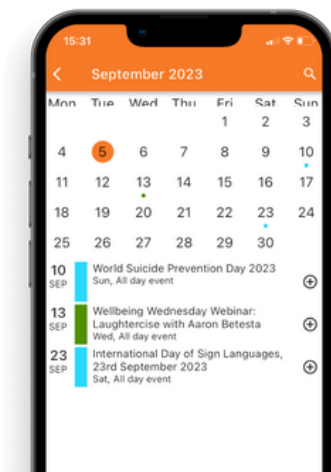
Improve overall patient satisfaction by providing a seamless and user-friendly experience, contributing to a more positive patient experience and higher satisfaction rates.

Patient Care App Features



News

Keep your patients informed of the latest developments and curated resources related to various health conditions with our app designed for hospital environments and healthcare settings. Our apps provide a comprehensive repository of information, ensuring that both patients and their families are always informed about the newest advancements and insights. An all-inclusive news feed keeps everyone updated with quarterly newsletters, essential announcements, condition updates, upcoming events within an NHS Trust and much more. Thanks to effortless integration with Facebook and Twitter, sharing news has never been simpler.



Calendar

Connect with a broader community through a patient care app. Discover local events, support groups, and resources that foster a sense of community and provide additional support for patients outside of their regular healthcare visits. With our comprehensive events calendar, managing events is simplified. All important dates are all at your patient's fingertips and users can easily add events to their personal calendars, enhancing attendance and engagement across your organisation.



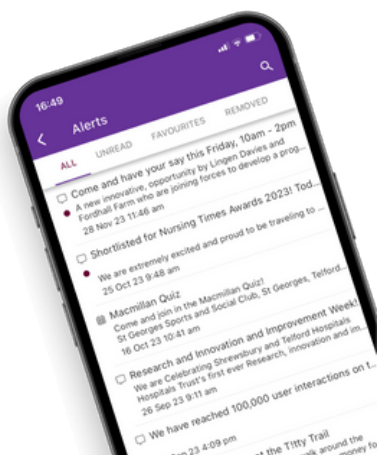
Information

Empower your patients with 24/7 access to essential information. From curated resources about their health condition to local support, our app's information section is a centralised resource for everything your patients and their families need to know. Self-management and pre-habilitation becomes more efficient and confident.



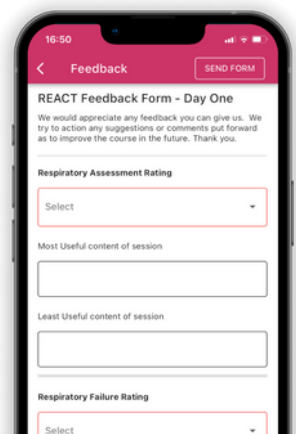
Contacts

Easily access and connect your patients with their dedicated healthcare team using a Patient Access App, which keeps all essential contact information at their fingertips. Ensure quick and accurate communication with our extensive contacts section, where all relevant contact details, including working hours, out-of-hours and emergency numbers, are conveniently listed. Pre-populated email templates make reaching out simpler and more efficient, ensuring your patients can quickly connect with the right professional when they need to.



Alerts

Stay informed with timely updates on condition information and insights through our app. Patients and their family receive notifications instantly, promoting proactive care and swift action when needed. Our alert system allows you to send immediate notifications to all users or specific patient groups. Patients can subscribe to relevant channels, ensuring they receive timely updates on urgent matters, news and more. This feature eliminates the need for letters, calls, or texts, streamlining communication and ensuring every patient stays informed.



Forms

Empower patients to share their experiences and contribute to ongoing improvements in care delivery with our Patient Care App. Easily create and distribute forms and surveys through the app, enabling patients to provide valuable feedback and suggestions. This helps healthcare providers better understand patient needs and refine their services. By fostering a collaborative environment, you can engage patients and their families, continuously enhancing your service delivery.

Streamline Your Workforce Management with our Healthcare Apps

Welcome to the future of healthcare workforce management. Our innovative NHS staff apps are designed specifically for UK healthcare organisations to enhance efficiency, communication, and engagement among your staff. Discover how our healthcare apps can transform your organisation.



Enhanced Communication

Centralised news and alerts ensure all staff are informed promptly and effectively, including those not based at a desk

Improved Attendance

The events calendar and alert system help increase participation in training and events, helping staff keep up to date with training and more.

Efficient Information Access

Staff can quickly find policies, rotas, and other critical information, reducing downtime and admin.

Streamlined Contact Management

Easy access to contact information ensures timely communication cutting down on admin for your staff.

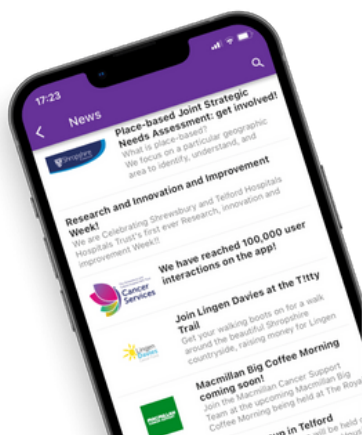
Greater Staff Engagement

Feedback mechanisms and accessible information empower staff, boosting staff morale and productivity.

Improved Compliance

With easy access to training materials and policy updates, ensure your team stays compliant with the latest standards and regulations.

Staff Workforce App Features



News

Stay informed with an all encompassing news feed. Whether it's the quarterly newsletter, key announcements, reminders, or upcoming events within an NHS Trust, your integrated feed keeps your staff updated. With seamless integration with Facebook and Twitter, posting news has never been easier.



Calendar

Simplify event management with your comprehensive events calendar. Training sessions, Trust events and other important dates are all at your staff's fingertips. Users can effortlessly add events to their personal calendars, improving attendance and engagement across your organisation.



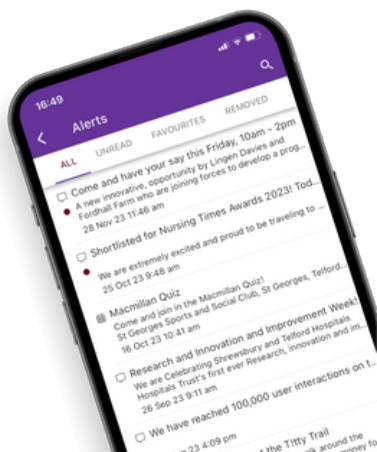
Information

Empower your staff with 24/7 access to essential information. From policies and rotas to training materials and staff benefits, our app's information section is a centralised resource for everything your team needs to know. Self-management becomes more efficient and confident.



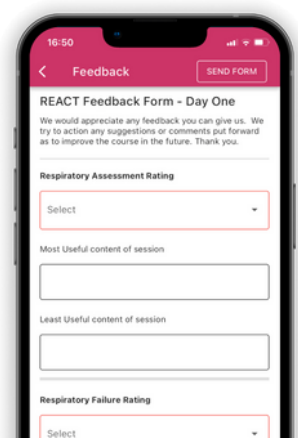
Contacts

Ensure quick and accurate communication with our extensive contacts section. All relevant contact details, including working hours, out-of-hours and emergency numbers, are conveniently listed. Pre-populated email templates make reaching out simpler and more efficient.



Alerts

Instantly notify your team with our alert system. Send immediate alerts to all users or specific departments. Staff can subscribe to relevant channels, ensuring they receive timely updates on urgent matters, training or events. This feature eliminates the need for letters, calls or texts.



Forms

Foster a collaborative environment with our feedback feature. Easily create and distribute forms and surveys via the app, allowing staff to provide valuable feedback and suggestions for improvement. Engage your team and continuously enhance your service delivery.

The Silicon Practice Healthcare App Platform

The platform consists of two components:

1. The App
2. The Content Management System (CMS)

The App

The App is template based and can be quickly configured to meet the needs of the client. The app's menu system consists of a series of configurable 'tiles'. Each tile can have its own label and icon.

Each tile represents a category or section e.g. support service information, contacts, finance etc. with the sections then populated with pages relevant to that section.

The information within the pages can be translated into different languages.

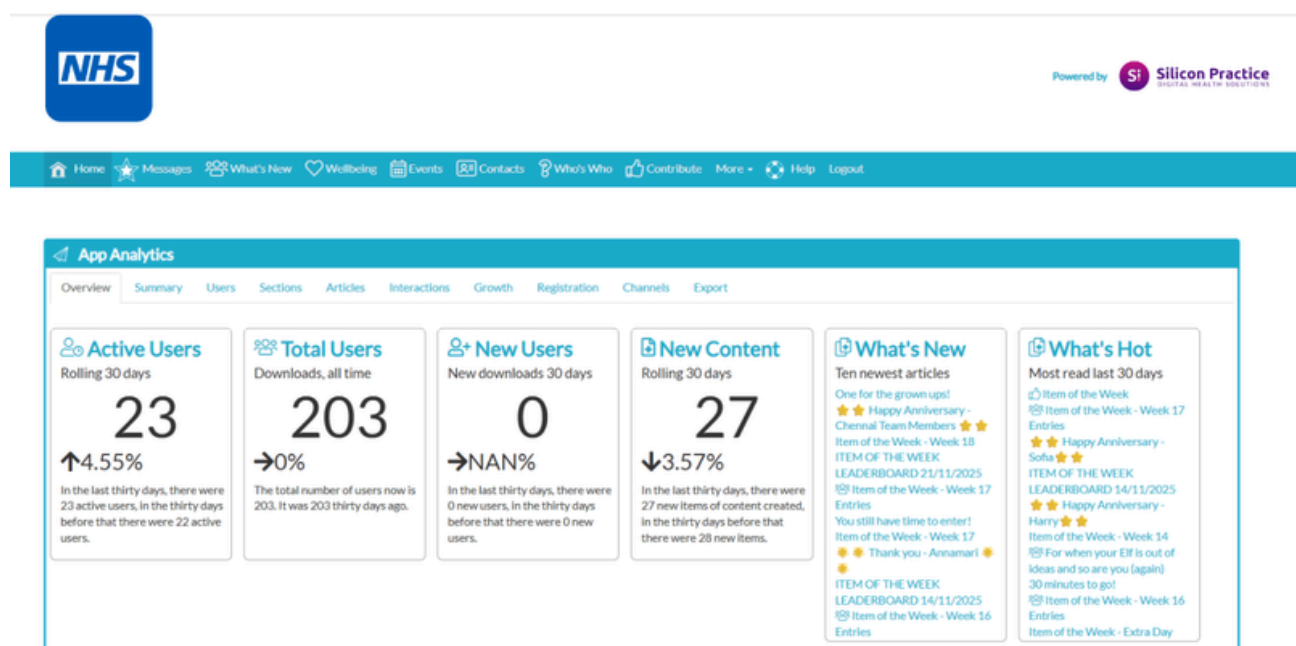
These pages have different functions.



- **Information pages** that include, text, images, links to websites, links to PDF documents, link to YouTube/ Vimeo video content
- **Contacts pages** that include names, addresses, phone numbers, email addresses, websites, location maps etc that can be easily and directly accessed by a click
- **Events pages** with a calendar of that can be populated with events
- **Survey / Feedback pages** that allow the local providers/ editors to quickly create feedback forms. The results of these forms can then be emailed directly to named email accounts and exported to CSV format
- **Alerts and Push Notifications** can be easily created and used to get the users attention

The Content Management System

The App's pages can be quickly developed, amended, and updated using the Silicon Practice web-based Content Management System (CMS). The CMS is simple and easy to use, and full training and ongoing support will be provided to administrators/ editors. A simple editor provides the administrator / editor with an easy-to-use interface that allows the quick and easy production of pages that include links to website and resources, PDF documents and streaming video content directly from YouTube or Vimeo.



App options

You have 2 options available, **Container App** (your app is available via HealthZone UK) or **Standalone App** (your app is listed in the app stores and easily found). Each option has its own benefits and ultimately comes down to budget and also team involvement.

The main difference is how they are accessed, distributed, and maintained.

A **Container App** is a single platform (in this case HealthZone UK) that houses multiple apps or services. Users download the container app, then access your app within it without needing separate installations. This approach allows for faster updates but means the app won't appear separately in the app stores.

A **Standalone App** is an independent application that users download directly from the **Apple App Store** or **Google Play Store**. It offers a fully branded experience, however, it requires more maintenance and approval processes from Apple and Google as you need to become a registered App developer. Our experts are readily available to guide you through this process, providing support at every stage of the registration process.

App timeframes

This depends on which option you choose. If you go for the **Container App**, it can be made available to you with 5 days of the order being signed. If you prefer a **Standalone App**, the process takes longer as you'll need to register as an app developer with both Apple and Google, which can affect the timeline.

Information Governance

Overview

Schappit Ltd (trading as Silicon Practice) is a UK company with registration number 09084187 and is registered with ICO with reference ZA074234. We comply fully with the GDPR and UK Data Protection Act 2018. [Click here](#) for our Data Protection Policy and Privacy Policy. Copies of both are published on our website and also on each User's app.

Schappit supplies mobile apps to schools, healthcare organisations, local authorities, clubs, charities, member organisations, assisted living homes, companies and others ("Clients") for the purpose of communicating with their respective communities of users ("Users") more efficiently. Schappit Ltd is the data processor and the Client is the data controller.

System design

Each app consists of a phone/ tablet front end app for Users available for download from the Apple and Android app stores, and a cloud-hosted back end Content Management System (CMS) with login access for app administrators. All apps are built with the same set of code. Customisation for each client is achieved by implementing individual design themes and switching optional features on or off as needed. At the Client's choice, each app can be configured to be fully public (no access controls) or fully private (registration is required to access it) or a blend (the app is available for public download but the Client can restrict all or some information on it to registered users only).

System security

see the outline system security diagram in Appendix A for detail

All data in the system is held on servers based in a data centre in greater London, owned by data centre company Amazon Web Services. We use web hosting company Rochen Ltd to manage and monitor server loads. Regular back ups of all data are performed as part of our disaster recovery plans. Each Client's app has a discrete CMS, so data is not shared at any stage with data of another Client. Each app communicates with its respective CMS using HTTPS (SSL) in conjunction with a unique API key per app. On the servers, each Client's app has its own unique set of tables holding its data and each app can only communicate with its related CMS. Access to each CMS is controlled by username + password logins, and optional multi-factor authentication. All passwords used in the system are salted and hashed using bcrypt. Role-based designations within the CMS can be used to differentiate administrator access.

Encryption:

At rest (on servers)

In transit (both ways)

Public data (non-personal)

Not encrypted

Encrypted

Personal data in
Registration table

Encrypted

Encrypted

Forms and surveys
responses

Encrypted

Encrypted

App content requiring users
to register to view

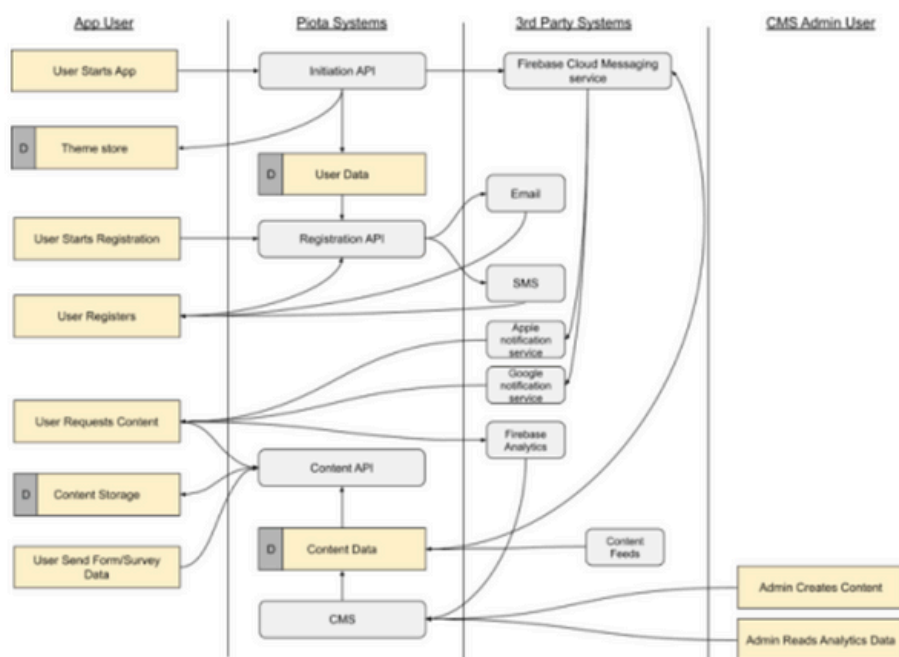
Not encrypted

Encrypted

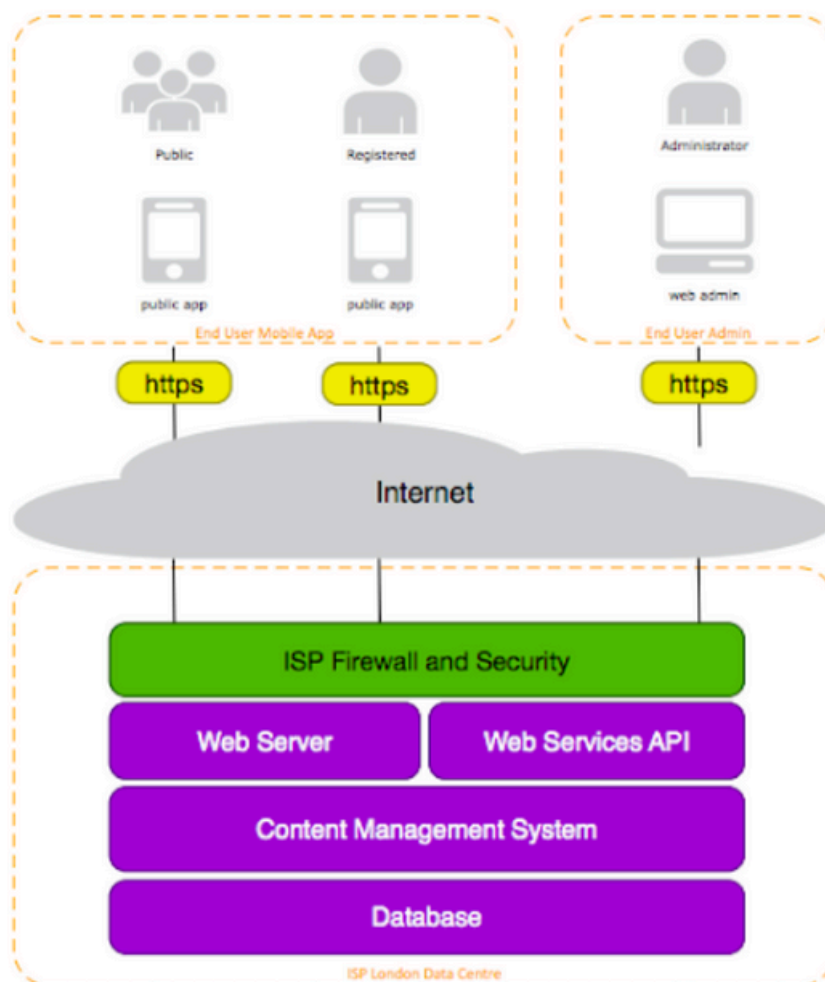
Data is knowingly transmitted outside the EU only in the following instances:

- When a Client is based in a geographic location outside the EU
- When a User accesses their phone app in a geographic location outside the EU
- For processing by Google Analytics in US, in which case all personal data is removed before export. See <https://support.google.com/analytics/answer/12017362>

Data flows



Appendix A - Silicon Practice Healthcare Apps security diagram



Notes

- All end-User traffic is encrypted in transit using http over SSL (https)
- Forms and Survey responses are encrypted at rest in the Database
- Silicon Practice administrators have controlled access via tools with built in SSL security such as SSH

Appendix B - Personal data

App administrators (anyone with a CMS login)

The following personal data will be shared with Schappit Ltd:

- Name
- Email address

Users (anyone using the app)

Fully public apps:

The only way in which User personal data can be shared with Schappit is if Users submit personal information in responses to forms or surveys on the app. However, before submitting their responses, Users are required to acknowledge and explicitly consent that they are sharing their data with Schappit. In addition Clients can prevent any possibility of this happening by, for example: switching off or not using the forms and surveys features; or by only asking multiple choice format questions (i.e. not allowing users to free type answers into the app).

Apps with registration activated:

Clients wishing to use the registration feature must upload to the CMS registration database certain User personal data which enables the system to identify, authenticate and authorise Users. This data is shared with Schappit. Identification is achieved through seeking a match between an email address or phone number entered by a User into the app on their device, with one uploaded by the Client to the CMS registration database. In the case of a match the User will then be sent a 6-digit PIN number by text or email which they must enter into the app on their device in order to complete registration.

Personal data of Users held in the registration database is:

Minimum required:

One email or phone number

Optional (enables richer use of the registration feature):

- User name
- Multiple emails and phone numbers
- In the case of a healthcare service, for example: patient and/ or staff identifier number, DOB, consultant name etc
- In the case of other organisations, other custom/ additional data

Governance and accountability

- Named board level responsibility for service and information security.
- Oversight aligned to the Software Security Code of Practice.
- Security governance certified against ISO/IEC 27001.

Clinical safety and data integrity

- Secure content, alerts, and forms support safe communication and engagement.
- Role based access controls and Multi Factor Authentication for authenticated users.
- Audit logs available in real time for user and supplier actions.
- Logs retained for at least 12 months.

Security and information governance

- Alignment with NHS England information governance requirements.
- Compliance with Cyber Essentials and Cyber Essentials Plus.
- Data encrypted in transit using TLS 1.2 or above.
- Data encrypted at rest using NHS compliant standards (AES 256).
- Hosted on AWS within UK regions and Availability Zones.

Secure development and assurance

- Peer reviewed pull request process for all code changes.
- Releases tested prior to deployment.
- Data Protection Impact Assessments for new products and major changes.
- Independent penetration testing at least annually by a CHECK provider.
- Risk based vulnerability management prioritising threats to confidentiality, integrity, availability, regulatory compliance, and clinical safety.

Offboarding

Contract end and notice

Contracts run for the period defined in the relevant Order Form or Call Off Contract, including any optional extension periods. Termination rights and notice requirements are defined within those agreements. Where extensions are permitted, customers are asked to provide at least 4 weeks' notice prior to contract end.

Structured exit and transition

If a contract is not extended, Silicon Practice follows a structured offboarding process led by a dedicated Customer Success Manager working with nominated customer stakeholders.

The offboarding plan covers:

- Roles and responsibilities for both parties
- Communication and stakeholder engagement
- Notice period activities and milestones
- Controlled service switch off
- Post exit closure activities
- Secure data handling and transfer

Data extraction and service closure

At contract end, Silicon Practice will, at the choice of the Data Controller:

- Return all Personal Data, or
- Securely delete all Personal Data unless retention is required by UK law

Additional controls include:

- Documented data extracts available in CSV format and PDF where applicable
- User accounts disabled following service closure
- No further messaging or content updates permitted after termination

Service levels and support (SLAs)

Availability and uptime

- Service availability is 24/7/365.
- Minimum uptime commitment of 99.9 percent.

Support channels

- Email and telephone support are provided.
- Support hours are Monday to Friday, 08:00 to 17:00 UK time, excluding Bank Holidays.
- Support can be provided to approved third parties.
- Onsite support is available at additional cost.

Response and resolution

- Initial response to all support requests within one working day.
- Simple app edits and content changes typically completed within one working day.
- For more complex requests, estimated timescales are confirmed within one working day.

Incident management

- Incidents are logged through the helpdesk system.
- Incidents are triaged and prioritised based on impact and severity.
- Severity levels aligned with NHS England incident management guidance.
- Critical outages escalated immediately for prioritised resolution.
- Dedicated Account Managers support coordination and communication.

Business continuity and disaster recovery

Infrastructure resilience and failover

Healthcare App is hosted on AWS using a distributed architecture across multiple Availability Zones within the UK. This removes single points of failure and enables automated failover between infrastructure components in the event of a fault.

Key continuity controls include:

- Real time data replication across multiple Availability Zones
- Encrypted storage of all data at rest and in transit using NHS compliant standards
- Continuous monitoring and alerting for service health, performance, and availability
- Automated scaling to handle spikes in demand

This architecture supports a minimum uptime commitment of 99.9 percent and ensures continuity of service even during infrastructure level incidents.

Backup and data recovery

- Secure encrypted backups
- Regular testing of backup and restoration processes
- Documented data extract capability in CSV and PDF formats
- Defined data restoration procedures prioritised by impact and risk

Incident management and service restoration

- Logging, triage, and prioritisation of incidents via the helpdesk
- Immediate escalation of critical incidents
- Regular status updates and coordinated communications
- Post incident reporting with root cause analysis for major incident

Change and continuity management

- Zero planned downtime approach wherever possible
- Controlled releases with testing prior to deployment
- Changes scheduled to minimise operational impact

Exit and continuity at contract end

- Controlled service switch off and account deactivation
- Secure data extraction or deletion as instructed by the Data Controller
- Confirmation of closure and data handling provided

Case studies

Enhancing Patient Experience in Cancer Support with Care App

Interview with Emma Dillsworth, ESC Project Manager at the Royal Surrey NHS Foundation Trust, explores how the Enhanced Supportive Care service and Silicon Practice are working together to improve patient experience and service delivery through digital innovation.

About Enhanced Supportive Care

Enhanced Supportive Care is a modern approach to supporting people through cancer treatment, focusing on improving access to expertise in managing the side effects of cancer and its treatments. The Royal Surrey ESC service was established in September 2019 and began seeing patients in January 2020. It supports people with locally advanced or metastatic cancer receiving anti cancer treatment at St Luke's Cancer Centre.

The Challenge

When the COVID 19 pandemic began, the team needed a way to continue gathering patient reported outcome data and provide remote support. With help from Kent Surrey Sussex Academic Health Science Network, the team explored digital options and selected Silicon Practice to co design a bespoke app. This marked a shift from traditional paper based processes to a remote, patient centred approach.

The Digital Solution

The app enables patients to complete a pre consultation symptom assessment questionnaire on their own device, replacing paper forms and saving time during appointments. Clinicians can review responses in advance, allowing consultations to focus on what matters most to patients. The app also provides tailored guidance, updates and signposting to relevant resources, supporting patients between visits.

Inclusive by Design

Use of the app is optional, ensuring inclusivity for patients who prefer not to use digital tools or who do not have access to a device. Traditional questionnaires and paper information remain available, ensuring no one is excluded from care.

Impact and Outcomes

Unity Insights supported a real world evaluation over fourteen months from January 2021 to February 2022. The study included 155 patients and gathered satisfaction scores alongside staff and patient feedback. Around a quarter expressed interest in the app and sixteen percent registered a device. All patients who gave feedback rated it good or great and said they would recommend it to others.

Voices from the Team

Emma Dillsworth highlights the value of simplicity and ease of use, noting the app is now embedded in the service and offers potential for expansion. Joanne Thompson adds that reviewing symptoms in advance helps teams focus on what is most important, with patients effectively setting the agenda for their care.



Improving the Patient Experience with a Cancer Services Healthcare App

This interview with Leah Morgan, Personalised Care and Cancer Improvement Facilitator at Shrewsbury and Telford Hospitals NHS Trust, explores how the trust uses a healthcare app to improve patient experience and support patients and carers through better access to information and communication.

About the Trust

Shrewsbury and Telford Hospitals NHS Trust is the main provider of district hospital services for almost half a million people across Shropshire, Telford and Wrekin, and mid Wales. The trust operates over 700 beds across the Royal Shrewsbury and Princess Royal hospitals, alongside community and outreach services including consultant led clinics and midwife led units.

The Challenge

The trust faced ongoing challenges with providing timely, consistent information to patients, families and carers across multiple hospitals, teams and departments. Improving patient experience was a priority, alongside supporting the NHS Long Term Plan focus on personalised care, wellbeing and digital transformation.

The Digital Solution

The trust uses a container app that houses multiple dedicated apps, each focused on a specific service, pathway or area. This structure enables patients and staff to access relevant content in one place, including treatment information, support services, contacts, updates and emergency procedures.

The platform also includes an internal staff app with access to training materials, policies, procedures, events and HR resources, supporting efficient internal communication and learning.

Why Digital Matters

Leah explains that personalised care depends on making the right information available at the right time. The app was developed to support this by giving people flexible, on demand access to reliable information, rather than relying solely on appointments or printed materials.

Originally designed to support teams and explain treatments, the app has expanded to include wider wellbeing and support resources and now benefits both patients and staff across the trust and beyond.

Impact and Experience

The app has become an important communication channel for the trust, improving consistency of messaging and reducing information gaps. Patients can easily find what they need, when they need it, helping them feel more informed and supported throughout their care.

Voices from the Team

Leah Morgan says the app has helped deliver their vision for excellent care, enabling people to access information easily to improve patient experience and support wellbeing.

Improving patient communication with a public health services app

This interview with Sharon Callaghan, Cara Durnie and Alison Anderson at NHS Ayrshire and Arran explores how a patient engagement app is improving communication, access to information and service delivery across multiple hospitals, services and community settings.

About NHS Ayrshire and Arran

NHS Ayrshire and Arran employs over 9,000 staff across University Hospital Ayr, University Hospital Crosshouse, Ayrshire Central Hospital, Biggart Hospital and a range of community hospitals and services. The health board supports a diverse population with complex needs across acute, community and specialist care.

The Challenge

The organisation needed more effective ways to communicate with patients, families and carers across multiple teams, departments and care pathways. Providing timely, consistent information and improving engagement for people managing long term or complex conditions was a priority.

The Digital Solution

NHS Ayrshire and Arran uses a container app that houses multiple individual apps, each dedicated to a specific service or area of care. These apps provide access to key information, updates, handbooks, contact details and emergency procedures.

The platform also includes an internal staff app with access to training resources, policies, procedures, contacts, events and HR information, supporting learning and consistent communication across the workforce.

Features That Matter

Cara explains that the app helps people manage their conditions by making information easy to find. The contacts feature allows users to call, email or visit websites directly from the app. Alerts are used to notify patients about new information, reminders such as flu vaccinations and regular content updates. Clinicians also use the app to quickly access important resources in one place. The app enables the team to publish information to a wide range of people, including those not actively engaged in services, helping extend reach and improve awareness.

Ease of Use and Adoption

Sharon highlights how quickly the app was implemented and how easy the content management system was to learn and use. Internal teams were able to manage and populate content efficiently, allowing the app to go live in a short time.

Alison adds that information can be updated quickly and that carers and family members find the app especially helpful, particularly those supporting people with respiratory conditions such as COPD.

Listening and Learning

The built in feedback feature allows teams to review and improve content regularly, ensuring the app continues to meet the needs of patients, families and staff across the system.