

Silicon Practice Foundation + Elements Pricing Document for G-Cloud 15

Silicon Practice: Digital Front Door for Patients

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About us

At Silicon Practice, we bring nearly two decades of expertise in supporting GP practices, driven by our passion for improving patient access and simplifying the challenges faced by healthcare professionals. Trusted by nearly 1,000 GP practices across the UK, we are proud to introduce innovative solutions designed to reshape the future of primary care.

An intuitive website and online consultation and communication (OCVC) platform is no longer a luxury - it's essential. By empowering patients with seamless access to healthcare services and information, these tools enhance patient satisfaction while significantly reducing your administrative workload.

Our cutting-edge solutions redefine how you deliver care, equipping your practice to provide faster, easier access for patients while managing demand with greater efficiency. The results are transformative: reduced pressure on staff, streamlined workflows, and a higher standard of care that minimises wait times and improves the overall patient experience.

At the heart of our mission is a commitment to revolutionise how patients connect with vital healthcare services. Together, we can shape a new era of primary care - one where every interaction is simpler, smarter, and more effective. Let us help you lead the way.



Foundation: The digital front door for modern, patient-centred care

Foundation is a purpose-built digital platform for GP practices, designed to make patient access simpler, safer and more intuitive while helping practices work more efficiently.

Built on years of experience in primary care and shaped by direct feedback from patients and practice teams, Foundation aligns fully with the NHS Design System and Content Style Guide. It brings together accessibility, usability and operational efficiency into one powerful, easy-to-manage platform.

This is not just a website. It is the foundation for better patient journeys, clearer communication and more sustainable ways of working.

Designed for patients. Built for practices.

Foundation puts patients first by making it easy to find information, access services and engage with care on any device.

With a mobile-first design and a clean, uncluttered interface, patients can quickly book online consultations, access self-help guidance, find local services and stay up to date with practice information, whether they are on a phone, tablet or desktop.

This matters because digital access is now a core part of primary care. The GP Patient Survey shows that over 60 percent of patients attempt to use their practice website to access information or services, and the majority find it easy to use. More than a quarter of patients are now registered for GP online services, reflecting how expectations have changed.

Foundation helps practices meet those expectations confidently and consistently.

Proven impact in real NHS settings

Foundation is already making a measurable difference across NHS organisations.

In the Black Country ICB alone, over 342,000 forms were completed online within a year, saving an estimated 34,749 phone calls or in-person visits. This significantly reduced pressure on reception teams, especially during peak times, and improved access for patients.

Practices using Foundation consistently report better patient experience, lower call volumes, and more manageable workflows.

Inclusive, compliant and built on NHS standards

Accessibility and compliance are built into Foundation from the start.

It is fully aligned with the NHS Design System and Content Style Guide and achieved a benchmark rating of 98 percent at launch. It is also WCAG 2.2 Level AA compliant, ensuring patients with visual, hearing or mobility impairments can access services with confidence.

This commitment to inclusive design helps build trust, supports digital inclusion and ensures practices meet their regulatory and quality obligations.

Why practices choose Foundation

Foundation makes life easier for practice teams as well as patients.

The intuitive drag-and-drop editor allows staff to update content instantly without technical expertise. This means opening times, service updates and urgent notices can be changed quickly and safely.

Specialised NHS content blocks make it easy to present information clearly and consistently. Integration with NHS self-help resources and local services supports effective signposting and care navigation.

The result is less admin, fewer avoidable calls and more time for patient care.



Key benefits and features

Key benefits

- Improved patient access and experience
- Reduced pressure on reception and admin teams
- Consistent standards across sites, PCNs and ICBs
- Strong compliance and accessibility assurance
- Better engagement and digital inclusion
- Scalable across healthcare networks
- Simple content management for busy teams
- Future-ready technology that evolves with the NHS

Key features

- Fully aligned with NHS Design System and Content Style Guide
- WCAG 2.2 Level AA accessibility compliance
- Mobile-first, responsive design across all devices
- Specialised NHS content blocks for clear navigation
- Integration with NHS self-help and signposting resources
- Simple drag-and-drop editing with no technical skills required
- Clean, intuitive interface proven to support task completion

Extending Foundation with FootFall Elements

Foundation provides the digital front door. FootFall extends this into a complete digital access and triage solution.

By adding FootFall, practices gain online triage, secure messaging, appointment requests, prescription queries, video consultations and workflow automation. This allows patients to reach the right service faster and enables teams to manage demand more safely and efficiently.

Real-world examples show the impact. Practices such as Quedgeley Medical Centre and Carolside Medical Centre saw reduced call volumes, smoother workflows and improved patient satisfaction after introducing these digital services.

NHS England has also highlighted how online and video consultations reduce unnecessary visits, ease pressure on waiting rooms and help clinicians focus on patients who need in-person care most.

A platform that grows with you

Foundation is designed to be flexible and modular.

You can add specialised modules such as:

- 50 plus pre-built SNOMED CT coded forms
- Direct EHR integration with EMIS and SystemOne
- Appointment booking with real-time clinical system integration
- Video consultations via secure web links
- Secure messaging and workflow tools

Practices can choose what they need, when they need it, creating a digital solution that fits their model of care.

In summary

Foundation is a modern, NHS-aligned digital platform that transforms how practices connect with patients and manage daily operations.

It improves access, strengthens engagement, reduces pressure on staff and supports safer, more efficient care delivery.

It is simple to use, robust by design and ready for the future of primary care.

If you would like this adjusted for a specific audience, such as ICB leaders, digital transformation teams, clinicians or procurement, just tell me and I will tailor it.

Foundation plus Elements

- Website
- Patient Digital Access (chatbot)

Product	Number of Sites (pricing per annum)			
	1-4 sites	5-25 sites	26-45 sites	Over 46 sites
Foundation	£799.00 + VAT per site	£699.00 + VAT per site	£599.00 + VAT per site	£499.00 + VAT per site
Website Editing Service Full editing by SP	£499 per site per annum	£499 per site per annum	£499 per site per annum	£499 per site per annum
Forms plus Dashboard 50+ patient forms/questionnaires to choose from Pharmacy First Referral Identification	£0.02 per form x patient list size	£0.02 per form x patient list size	£0.02 per form x patient list size	£0.02 per form x patient list size
Video Consultation	£0.05 x patient list size	£0.05 x patient list size	£0.05 x patient list size	£0.05 x patient list size
EHR Integration	£0.05 x patient list size	£0.05 x patient list size	£0.05 x patient list size	£0.05 x patient list size

Product	PATIENT LIST SIZE				
	0 - 999	1,000 - 9,999	10,000- 19,999	20,000 - 29,999	30,000 +
Batch Messaging	£0.18	£0.16	£0.12	£0.09	£0.08
Appointment Booking	£0.28	£0.25	£0.22	£0.19	£0.16

All pricing excludes VAT