

Silicon Practice FootFall Pricing Document for G-Cloud 15

Silicon Practice: Digital Front Door for Patients

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About us

Here at Silicon Practice, we're empowering healthcare through connected digital solutions - uniting patient access and workforce engagement to shape a smarter, more human future of care.

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.



FootFall, the digital front door for smarter, more connected care

Smarter care, seamless access, efficient practice management

FootFall is an integrated digital platform designed to support modern general practice by improving patient access, streamlining workflows and reducing administrative burden. It combines a fully accessible patient facing website, Foundation, with a powerful clinical dashboard that brings together digital triage, secure communication, workflow management and reporting in one place.

FootFall supports a more responsive, efficient and patient centred approach to care while helping practices manage rising demand safely and sustainably.

Foundation, the digital front door for your practice

Foundation is a fully customisable, patient facing website that acts as the digital front door for your practice. Designed to be simple, inclusive and easy to use, it supports patients to access information, self care resources and online services at any time.



Foundation is WCAG 2.2 Level AA compliant and aligned with NHS content and design standards, ensuring accessibility for all patients, including those with visual, hearing or mobility impairments. Its mobile first design means it works seamlessly across smartphones, tablets and desktops.

Patients can find everything they need in one place, including opening hours, contact details, local service signposting, NHS self help information and condition specific resources. Integration with the Directory of Services can be enabled to support appropriate signposting and care navigation.

An intuitive drag and drop editor allows practices and PCNs to update content quickly without technical knowledge, ensuring information remains accurate, timely and consistent across sites.

Why a modern GP website matters

A usable and informative website has become a vital part of patient access.

The GP Patient Survey shows that over 60 percent of patients attempt to use their practice website to access services or information, and most find it easy to use. Over a quarter of patients are now registered for GP online services, reflecting the growing expectation for digital access.

Well designed digital services reduce pressure on phone lines and front desks, freeing staff time for patient care, while improving satisfaction and convenience for patients. Accessible, mobile friendly websites also support digital inclusion and build trust. Foundation helps practices meet these expectations while complying with NHS standards and accessibility requirements.

From Foundation to FootFall, enabling smarter access and triage

FootFall builds on Foundation by adding advanced patient engagement and online consultation tools that improve access, efficiency and patient experience.

Patients can submit clinical and administrative requests online, including appointment queries, prescription requests, fit note requests, test result queries and health reviews. Over 50 ready made forms are available, all fully customisable and supported by SNOMED CT coding.

Forms can be routed to specific teams, completed on behalf of patients if needed, and temporarily switched off or redirected during busy periods or closures. Attachments such as images or documents can be included to support clinical decision making.

This allows patients to be directed to the right service first time, reducing unnecessary appointments and administrative workload.

Workflow control, safety and efficiency

FootFall provides clear workflow tools to help teams manage demand safely and transparently. Requests can be triaged, assigned, tracked and monitored across the team. Workload visibility supports equitable assignment and helps prevent bottlenecks. Automated alerts highlight overdue requests, and patients receive expected response time updates when they submit a request.

Two way messaging allows clarification when needed, while automatic acknowledgements and quick responses save time on routine communications.

Patient verification is automated through the Patient Demographic Service, retrieving NHS numbers and confirming identity without adding to staff workload.

Admin controls allow precise management of user roles and permissions, ensuring staff only access what they need.

FootFall Advanced Dashboard, the nerve centre of your digital practice

All patient requests flow into the FootFall dashboard, creating a single, secure hub for triage, tracking and response.

The dashboard integrates directly with EMIS and SystmOne, enabling the transfer of episodes, attachments and SNOMED coded data into the patient record. Staff can review previous requests, edit details before submission and avoid duplication of work



Fourteen structured SNOMED coded review forms support consistent data capture, while over 50 additional forms support a wide range of workflows.

FootFall Connect provides a desktop toolbar that allows staff to view requests, send messages and start video consultations without leaving the clinical system.

Secure communication and appointment management

FootFall supports secure two way communication between practices and patients via the dashboard. Staff can respond online, send SMS or email messages, initiate video consultations or arrange face to face appointments.

The appointment booking module allows teams to send self booking links or embed online booking directly into the website. Links can be configured for specific slot types, services or clinicians and integrate in real time with EMIS and SystmOne.

Video consultations can be offered instantly or scheduled in advance, allowing patients to join from any web enabled device without needing to install an app. Screenshots can be captured and added to the patient record where appropriate.

These tools support flexible, convenient access for patients while helping practices manage capacity effectively.

Insight, reporting and continuous improvement

FootFall provides reporting and analytics to help practices understand demand patterns, monitor response times and track performance across teams and services.

This insight supports better resource planning, service design and continuous improvement, helping practices adapt to changing demand while maintaining quality and safety.

FootFall Essentials

- Website
 - Patient Digital Access
 - 50+ patient forms/questionnaires
 - Form Triage & KPI's
 - Two-way communication
 - Video Consultation
 - EHR Integration
 - Pharmacy First Referral Identification
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- **Optional** - Batch Messaging
 - **Optional** - Appointment Booking

Product	PATIENT LIST SIZE				
	0 - 999	1,000 - 9,999	10,000- 19,999	20,000 - 29,999	30,000 +
FootFall Essentials	£0.35	£0.31	£0.29	£0.27	£0.24
Batch Messaging	£0.18	£0.16	£0.12	£0.09	£0.08
Appointment Booking	£0.28	£0.25	£0.22	£0.19	£0.16

Price listed is per patient

All pricing excludes VAT

FootFall Platinum

FootFall Platinum is our most complete digital access and care navigation package for GP practices and primary care teams. It brings together patient access, clinical triage, communication and operational tools into one joined-up platform that supports both front of house and clinical workflows.

With Platinum, practices get everything included in FootFall Essentials, plus Batch Messaging and Appointment Booking, giving teams greater control over demand, smarter communication at scale and more flexibility in how patients access care.

It's designed for practices that want to go beyond digital access and build a truly integrated digital front door for their patients and staff.

- Website
- Patient Digital Access
- 50+ patient forms/questionnaires
- Form Triage & KPI's
- Two-way communication
- Video Consultation
- EHR Integration
- Pharmacy First Referral Identification
- Batch Messaging
- Appointment Booking

Product	PATIENT LIST SIZE				
	0 - 999	1,000 - 9,999	10,000- 19,999	20,000 - 29,999	30,000 +
FootFall Platinum	£0.80	£0.70	£0.60	£0.53	£0.46

All pricing excludes VAT

Price listed is per patient