Silicon Practice
DIGITAL HEALTH SOLUTIONS

Silicon Practice FootFall Service Definition Document for G-Cloud 15

Silicon Practice: Digital Front Door for Patients

September 2026 | Version: 1.2

Contents

About us 3

Introducing FootFall - smarter care, seamless access, efficient solutions 4

Transforming Patient Care with a Smart, Engaging GP Practice Website 6

Key Features of Foundation 7

From Foundation to Transformation: Elevating Patient Care Through FootFall 8

FootFall Advanced Dashboard - the nerve centre of your digital practice 10

What's included 11

Implementation Process 14

Offboarding and end of contract data handling 15

Availability and resilience 16

Governance 18

Business continuity and disaster recovery 21

Project Management and Communication with the Practice 24

Testimonials 25

Case studies 26

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.

Introducing FootFall - smarter care, seamless access, efficient solutions

FootFall is your all-in-one digital solution designed to streamline practice management and enhance patient engagement. It combines a fully customisable patient-facing website with a powerful dashboard, offering seamless integration, complete visibility over patient requests, and efficient digital triage - all in one place.

A key element of FootFall is our patient-facing website - Foundation. Created to be simple and accessible, it meets WCAG 2.2 AA standards, ensuring ease of use for all patients. This platform effectively serves as the digital face of your practice, giving patients immediate access to self-help resources and directing them to local services where appropriate. Foundation integrates the local Directory of Services (DOS) on request, while also connecting directly to the latest NHS self-help information. Patients will have everything they need at their fingertips, from practical self-care advice to essential practice information such as opening hours and contact details.

Behind the scenes, the FootFall Dashboard brings all incoming patient queries into a single, central hub. Through its advanced integration with EMIS and SystmOne, the dashboard supports the direct transfer of patient requests, attachments, and SNOMED-CT coded data into clinical records. This streamlined approach reduces duplication of effort and simplifies record-keeping. Staff can review any previous or ongoing requests for a patient, edit details before final submission, and capture vital information in a fraction of the time normally required.

The dashboard also includes fourteen SNOMED-coded review forms, designed to promote consistency in data collection. Additionally, FootFall Connect—a dedicated toolbar—works alongside the dashboard to send secure messages via email or SMS, initiate video consultations, and view a patient's existing requests. Patient Verification is automated through the Patient Demographic Service (PDS), confirming identities and retrieving NHS numbers without burdening practice staff.

FootFall's workflow features give you the power to triage, assign, and track all patient requests with unprecedented clarity. Admin User Control ensures each team member is granted access only to what they need, making it easy to manage staff roles and permissions. Automated alerts can be set to highlight overdue queries, and patients are kept informed with response-time estimates from the moment they submit a request. Two-way conversations are fully supported, allowing patients to reply to practice messages if clarification is needed.

Attachments, such as images or documents, can be exchanged between patients and the practice, ensuring that clinical staff have the information they need, while patients receive clear, well-documented advice. Quick Responses and Automatic Acknowledgements save valuable time, sending immediate confirmation whenever a patient completes a form, and offering pre-written replies for common queries. If your practice needs a break from certain online forms—during particularly busy times, weekends, or out-of-hours, it is easy to temporarily switch them off or redirect patients to alternative resources.

Keeping patients in the loop is straightforward thanks to the Practice Content Editor. This tool allows staff to post urgent news, update opening times, or display emergency messages at a moment's notice. Meanwhile, the Complete Digital Triage feature supports phone-in requests, capturing them in FootFall for a unified approach to handling enquiries. Over 50 different form types are available, including online consultations, administrative requests, prescription queries, and self-assessments. Each one is fully customisable to align with the needs of your practice.

FootFall's equitable assigning system helps distribute workload fairly among clinicians by displaying each user's current assignments. SMS Text Messaging features allow practices to integrate with existing SMS providers, so staff can send texts, receive replies, and accept patient documents or images via text. Video consultations can be offered on demand or scheduled for later, giving patients choice and convenience.

Our appointment booking module will let your team send self booking links to patients or embed online booking directly into your website - making it easier than ever for patients to book the care they need, while reducing the admin burden on your staff. Whether you're inviting a patient to a routine check up or allowing online bookings for specific services, our system ensures the right patients access the right appointments.
Finally, FootFall delivers a robust suite of insights and analytics, helping you identify trends in patient demand, track team performance, and monitor patient response times. By examining these data, practices can plan resources more effectively, continually refine processes, and maintain the highest possible level of patient satisfaction.
Designed for modern healthcare needs, FootFall empowers your practice to offer an accessible, convenient experience for patients while simplifying day-to-day operations for staff. Through a user-friendly platform and comprehensive digital triage, FootFall is the key to efficient, patient-centred practice management.

Transforming Patient Care with a Smart, Engaging GP Practice Website

In today's digital era, a highly usable and informative website is indispensable for GP practices, offering significant advantages to both patients and healthcare providers.

Enhanced Patient Engagement
A user-friendly website serves as a vital touchpoint for patients seeking information and services. The 2024 GP Patient Survey revealed that 60.7% of patients attempted to use their GP practice website to access information or services, with 64.8% finding it easy to use.

Improved Access to Services
Online services such as appointment booking, prescription requests, and access to medical records empower patients to manage their healthcare conveniently. NHS England reports that over a quarter of the patient population is now registered to use GP online services, highlighting the growing demand for digital interaction.

Operational Efficiency
Implementing online services can alleviate administrative workloads. NHS England notes that GP online services help reduce patient phone calls and visits, allowing staff to allocate more time to direct patient care.

Patient Satisfaction
Accessible online services contribute to higher patient satisfaction. The GP Patient Survey indicates that 72.0% of patients were satisfied with the appointment they were offered, reflecting the positive impact of streamlined digital services.

Choosing the Right Solution
Selecting an appropriate digital platform is crucial. A well-designed website that adheres to NHS web standards and is mobile-friendly ensures accessibility for all patients, including those with disabilities. This inclusivity fosters trust and encourages patient engagement.

In summary, investing in a highly usable and informative practice website enhances patient engagement, improves access to services, boosts operational efficiency, and elevates patient satisfaction. Embracing digital solutions positions GP practices to meet the evolving needs of their patient populations effectively.

Key Features of Foundation

Foundation conforms to NHS web guidelines
Foundation is designed to align with NHS guidelines, ensuring compliance with the NHS Content Style Guide. It helps you to achieve the highest possible rating against NHS benchmarks, supporting practices and improving patient web journeys.

WCAG 2.2 Level AA Compliant
We prioritise meeting the highest WCAG guidelines, to ensure that all patients, regardless of sight, hearing, or mobility issues, can access our digital resources conveniently and inclusively.

Specialised NHS Blocks
NHS blocks allow you to present pre-set cards of information in concise, eye-grabbing formats and easily group related topics and links together.

Mobile First Design
Designed as mobile first, but equally at home on tablets, laptops and desktops.

Integration with NHS Self-Help Information
Optimise patient care with effortless signposting through seamless integration with NHS self-help information.

Simplified Drag & Drop Editing
Instantly make changes without technical knowledge - these can be reflected across every site in the ICS, ICB, locality or PCN.

Easy to navigate Interface
Uncluttered and proven interface enables patients to complete tasks rapidly.

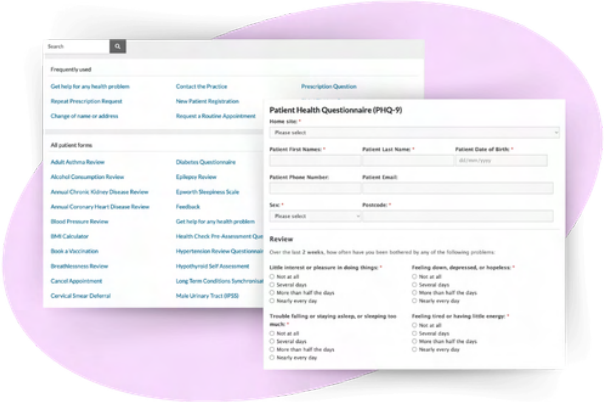
Foundation websites are NHS Driven
Foundation websites reflect NHS guidelines for providing online consultations and the latest healthcare advice while having the potential for so much more.

From Foundation to Transformation: Elevating Patient Care Through FootFall

By building on the standard Foundation website, practices can integrate an enhanced patient engagement and online consultation platform that improves efficiency, accessibility, and patient satisfaction. FootFall provides a comprehensive set of features, including online triage tools guiding patients to the most appropriate service, secure messaging for timely communication, and the ability to request repeat prescriptions and appointments online without having to telephone the surgery. Routine administrative tasks, such as processing test result queries, can be automated to streamline daily operations and free up valuable staff time.

Forms

Select from our collection of ready-made forms, covering various tasks such as online patient registration, blood pressure recording, health reviews, fit note requests and appointment cancellations.

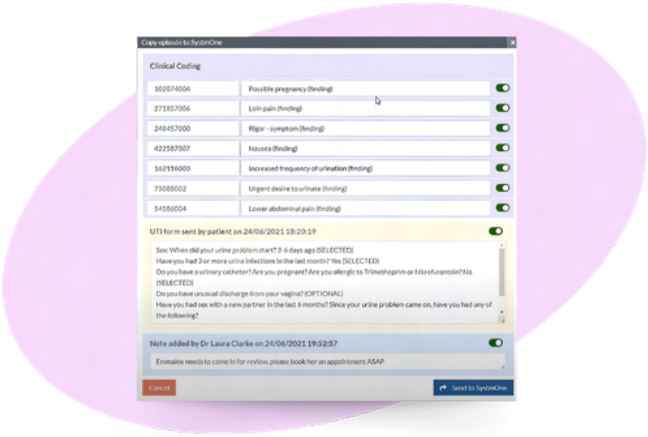


Forms Key Features

- Over 50 forms with in-built SNOMED coding
- Forms can be routed to specific staff or groups and completed by staff or caregivers on behalf of patients
- Enables patient responses, attachment exchanges and form deactivation to guide patients during busy periods or closures

EHR Integration

Integrate with third party tools and online consultation systems, facilitating the export of healthcare episodes to EMIS and SystmOne, accompanied by SNOMED coding.

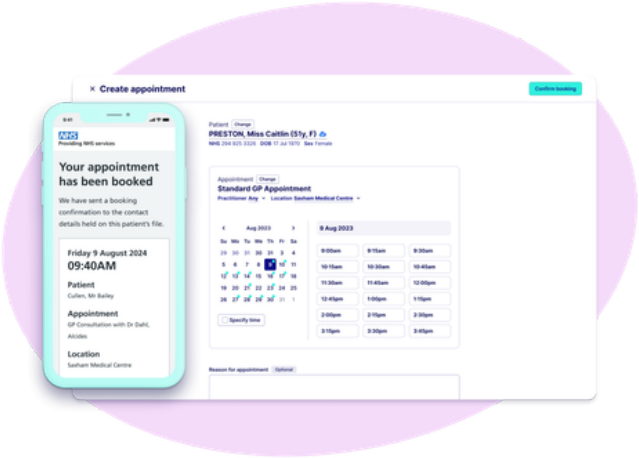


EHR Integrations Key Features

- Send episodes directly to patient records
- Integrate SNOMED-CT coded data seamlessly
- Attach images to enhance record information
- Gain access to ongoing patient requests
- Edit information prior to updating patients' records

Appointment Booking

Let your team send self booking links to patients or embed online booking directly into your website

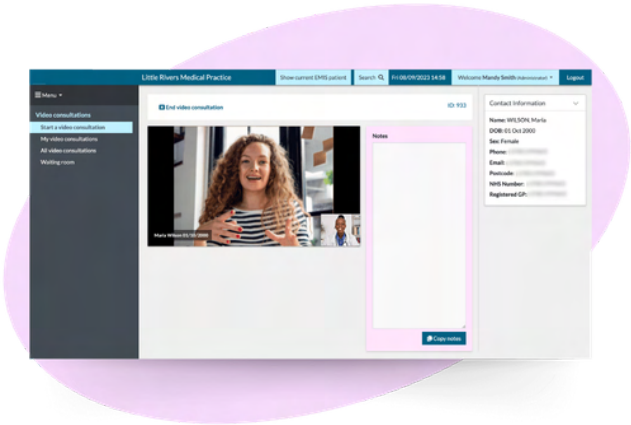


Appointment Booking Key Features

- Create configurable links that support specific slot types and designated clinicians
- Booking links can be shared via SMS, email, your website or embedded within patient communication
- Real time integration with EMIS (Optum) and TPP (SystmOne)

Video Consultation

Initiate video consultations directly from the dashboard, inviting patients by SMS or email.



Video Consultation Key Features

- Initiate video consultations at your convenience, either instantly or through scheduled appointments
- Easily invite patients using any web-enabled device: smartphone, tablet, or desktop - no app required
- Capture screenshots during the consultation and seamlessly send them to the clinical system

NHS England has highlighted how Online Consultation and Video Consultation (OCVC) solutions help reduce unnecessary practice visits, easing pressure on waiting rooms and staff workloads. By offering remote clinical advice, patients—particularly those with limited mobility or busy schedules-benefit from a more convenient means of accessing healthcare. Early triage via these digital channels directs patients promptly to the appropriate clinician or service, reducing administrative overheads and allowing GPs to devote more time to direct patient care. As a result, expanding beyond the basic Foundation website to incorporate such digital tools not only improves patient outcomes but also supports healthcare professionals in delivering a more efficient, patient-centred service.

FootFall Advanced Dashboard - the nerve centre of your digital practice

When a patient completes an online request via the Foundation website, FootFall ensures a seamless process that benefits both patients and practices. All patient requests converge on a secure dashboard, the nerve centre of your digital practice. This dashboard acts as a central hub, meticulously tracking every request to eliminate the risk of oversights. The system facilitates the routing, assessment, tracking and monitoring of patient requests. Furthermore, it provides the flexibility to assign requests to another clinician, when necessary, who can then decide on an appropriate response - be it an online reply, a text, a phone/video call, or a face to face appointment.

- Integration with **EMIS/SystmOne** for direct episode transfer to patient records
- Includes 14 **SNOMED-coded** review forms and over 50 customisable form types
- FootFall Connect enables **patient messaging**, **video consultations** and **request management**
- Supports patient attachment uploads, automatic patient **verification** via **PDS**, and workflow control for triaging, assigning, tracking and responding to requests
- Admin tools allow user and group
- management, and **two-way conversations** enable practices to interact directly with patients
- **Automate** alerts with expected response times for patient requests
- Enable full **digital triage**, including handling phone in requests on behalf of patients
- **Control** online forms by temporarily switching them off or **signposting** patients elsewhere when needed
- Assign requests **equitably** by displaying clinician workloads
- **Customise** auto acknowledgements for patient form submissions and **integrate** SMS messaging for patient responses
- Offer **on demand** or **scheduled** video consultations

What's included

Solution Overview
FootFall is a complete digital practice that enables patients to engage with all areas of the practice online.

With the option to operate in Digital Triage mode, FootFall can transform the way your patients access care and how you manage demands on the practice.

The product does this by:

- Directly answering patient requests through online help
- Signposting patients to the most appropriate health care professional
- Obtaining the right information about the patients' problem to allow the practice to respond appropriately.

FootFall is provided as a "software as a service". Instead of installing and maintaining software, it can be accessed via the internet freeing you from software and storage management. Silicon Practice manages access to the application, including security, availability, enhancements and performance.

Patient Facing Website
The practice has its own domain name
The practice has its own front end

Dashboard
The Practice has their own Dashboard which is a system for dealing with patient online requests. It is designed to give the Practice a mechanism that allows the Practice to process the requests.

Video Consultation
FootFall includes a Video Consultation feature

Promotional Material
Two posters per practice to promote FootFall to your patients. Provision of jpg poster for your JX Screen.

Kiosk Version
We provide the software for a kiosk version of FootFall for in-Practice use by patients.

Hosting Services
The FootFall service will be hosted in secure NHS approved hosting facility in the UK with >99.9% uptime and that is certified to the ISO 27001:2022 security standard.

Customer Support
We are available to answer your queries by telephone or email. Our customer support is available Monday to Friday 8.00am – 5.00pm (excluding Bank Holidays).

Edits to your Practice Website
Our Digital Support Specialists can be contacted by the practice by telephone or email for:

- Advice and guidance. Our Digital Support Specialists are available to advise the practice on the digital content for the site. They will offer advice about how best to organise and display content to ensure compliance with NHS standards and accessibility standards
- Edits to the website, for example the forms

We have a tracking system to ensure that requests can be tracked and responded to appropriately.

We will respond to any request within 1 working day. If the request is for a simple change to the site, for example a textual change this will be done within one working day. If the requested changes are going to take longer, for example form changes, we will respond within 1 working day to let the practice know how long the changes will take. For emergency messages on the site (telephone outage for example), the practice should call or email their editor and the message will be placed on the site immediately.

Responsive Sites
Your service automatically adjusts according to the device being used, whether it is a smartphone, tablet, laptop or desktop PC. The content will be re-arranged to be optimal for that device.

Training
Training on how to edit the site (via Microsoft Teams or Zoho Bookings) is given to groups of staff at the practice.

Software Updates
Software updates include security patches, minor bug fixes and enhancements. Many of these updates can be performed without loss of service. However, some updates, especially security updates may cause a short downtime (less than two minutes) while the update is installed. These will usually be performed late at night when there is little usage of the system. If a critical security patch needs to be applied that may need to be done as soon as possible and there may be little notice given of these updates.

Software updates to meet all required legislation/regulation are automatically applied and monitored by our Clinical Safety Officer. Firstly, software updates are identified by the Development Manager in association with the Compliance Officer. Secondly, we produce an action plan identifying gaps in the product. Lastly, we feed these into the development plan that links to the software release process.

Software Upgrades
Software upgrades are new versions of the software. Such upgrades are always discussed with the customer and the upgrade is scheduled in advance with notices given to all users of the upgrade date and time. Once again these will be performed late at night when the usage is low. Depending on the nature of the upgrade, the practice may be given a preview of the upgrade in advance so that they can prepare for the change.

Implementation Process

Silicon Practice delivers a structured, flexible onboarding process tailored to the needs of each organisation. A typical implementation timeframe takes between 4-6 weeks, depending on the level of customisation required. Our team uses Zoho Projects to track each stage of deployment, ensuring transparency and clear milestones throughout the process. We begin by taking information from your existing website, customising your forms, and reviewing your FootFall site with you prior to going live. Your involvement focuses on providing feedback on branding, reviewing the site before launch, and arranging staff attendance at our online video training sessions. For practices requiring rapid deployment, FootFall can be implemented within 2 weeks. In these cases, initial customisation is limited to enable a fast roll-out, with full branding, text, and features transitioned at a later date agreed with the ICB. Silicon Practice provides full remote training for all users, supported by extensive training content, including documentation, video tutorials, and guidance. Additional training can be arranged at any point during the contract to support new staff or evolving organisational needs. This approach ensures a seamless, efficient rollout, empowering staff to manage patient demand effectively from day one.

Offboarding and end of contract data handling

End of contract data extraction and return

At the end of the contract, Silicon Practice will, at the choice of the Data Controller, either return all Personal Data to the customer or securely delete it, unless continued retention is required by applicable UK law. Any deletion of data will be carried out securely and in line with UK GDPR and NHS data governance requirements.

Silicon Practice will support the customer in extracting their data in a structured and secure format, enabling transfer to an alternative provider or internal system where required. This process is coordinated to minimise operational disruption and ensure continuity of service.

Contract end and notice

Contracts with Silicon Practice run for the duration specified 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 four weeks' notice before the end of the current term. This allows sufficient time to plan and carry out a smooth and secure offboarding process.

Structured offboarding process

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

The offboarding plan includes:

- Clear roles and responsibilities for both parties
- A defined communication and stakeholder engagement plan
- A timeline of notice period activities and key milestones
- Controlled service switch off and platform decommissioning
- Secure data extraction, transfer, or deletion as instructed by the customer
- Post exit confirmation and closure activities

Throughout the offboarding process, all data is handled securely and in accordance with UK GDPR, NHS information governance standards, and Silicon Practice security policies.

Service closure and account management

At the conclusion of the contract, user accounts are disabled and access to the FootFall platform is removed. No further patient communications can be sent, and no new data can be created within the system. This ensures a secure and controlled closure of the service while maintaining the integrity, confidentiality, and privacy of patient and organisational data. Silicon Practice provides confirmation of service closure and data handling actions as part of the offboarding process, giving customers assurance that all contractual, technical, and data protection obligations have been met.

Availability and resilience

Guaranteed availability

FootFall is hosted on Amazon Web Services (AWS) infrastructure located within UK regions and Availability Zones, providing a resilient cloud environment designed for high availability and fault tolerance.

Patient identifiable data is encrypted at rest and in transit using NHS compliant encryption standards (AES 256). Data is replicated in real time across multiple AWS Availability Zones, ensuring continuity of service and rapid failover in the event of infrastructure failure.
The underlying AWS infrastructure and associated services are ISO 27001 certified. FootFall is available 24 hours a day, 7 days a week, 365 days a year, with a minimum uptime commitment of 99.9%.

Approach to resilience

The FootFall service is architected to be resilient by design. It uses distributed infrastructure across multiple AWS Availability Zones within the UK, removing single points of failure and supporting automated failover should an individual component or zone become unavailable. Continuous monitoring is in place across the platform to detect performance degradation, faults, or outages. Alerts are generated automatically and routed to the Silicon Practice technical team, enabling rapid investigation and resolution.

Software resilience is supported through a controlled release and governance process. Regulatory and legislative changes are monitored by the Principal Developer in collaboration with the Compliance Manager. Any identified gaps are assessed, prioritised, and incorporated into the development roadmap, with changes delivered through the standard software release process. This process is overseen by the Clinical Safety Officer to ensure ongoing safety and compliance.

This combination of resilient architecture, proactive monitoring, formal governance, and controlled change management ensures the service remains secure, reliable, and consistently available for patients and healthcare professionals.

Outage reporting and incident communication
If an issue arises that may impact availability or performance, Silicon Practice communicates proactively with users.

Users are informed through coordinated communications from the Helpdesk and Account Management teams, using appropriate channels such as email, service notifications, and direct contact where required. Communications provide clear information about the issue, expected impact, mitigation steps, and estimated restoration timelines where available.

In the event of an outage, users can contact the Helpdesk via phone, email, or online support channels for technical assistance, updates, and guidance. All incident communications are managed to ensure clarity, consistency, and transparency.

This approach ensures that any disruption is handled efficiently, users are kept fully informed, and confidence in the service is maintained throughout the incident lifecycle.

Governance

Named board level responsibility for service security
Silicon Practice has a named board level individual with formal responsibility for information and service security. This role provides strategic oversight, accountability, and assurance that security, privacy, and resilience are prioritised across the organisation and embedded into operational and technical decision making.

Security governance framework
Silicon Practice operates a formal security governance framework aligned with recognised national and international standards and codes of practice.

This includes:
- Alignment with the Software Security Code of Practice
- Certification against ISO/IEC 27001
- Compliance with relevant NHS England information governance requirements
- Adherence to Cyber Essentials and Cyber Essentials Plus

Security governance is reviewed regularly to ensure continued effectiveness and alignment with regulatory guidance, organisational needs, and changes in the threat landscape.

Information security policies and processes
Information security at Silicon Practice is managed through a documented, risk based governance framework.

Key elements include:
- A documented and maintained information security strategy
- Annual review of all security and governance policies
- Privacy and security by design embedded into product development
- Data Protection Impact Assessments completed for all new products, system changes, and data sharing activities
- Regular independent penetration testing

The platform is hosted on Amazon Web Services (AWS) within the UK. All data is encrypted at rest and in transit using NHS compliant encryption standards.

All staff receive mandatory information security and data protection training on joining the organisation, with refresher training provided on a regular basis.

Configuration and change management
All software changes follow a controlled development and release process.

Completed code is submitted via pull requests and must pass peer review before being merged into a release branch. All releases and final builds are tested prior to deployment to ensure quality, stability, and continued compliance.

Changes are planned, documented, and assessed for security, privacy, and operational impact before release.

Vulnerability management
Vulnerabilities and threats are assessed based on the risk they pose to confidentiality, integrity, availability, regulatory compliance, and clinical safety.

High risk vulnerabilities are prioritised for remediation. Patches are deployed through scheduled releases, typically outside peak hours to minimise disruption. Urgent patches can be deployed on the same day if required.

Threat intelligence is informed by recognised cybersecurity advisory services and official security notices.

Protective monitoring
Protective monitoring controls are in place across the platform.

These include:
- Continuous malware scanning of uploaded files
- Quarantining of any files identified as unsafe
- A Web Application Firewall (WAF) to protect against common web based attacks
- Logging and monitoring of access to production systems and databases

Security events and alerts are monitored and investigated by the technical team, with remediation actions taken as required.

Incident management
Incidents can be reported through established support channels including email and telephone, which are provided to customers on onboarding.

All incidents are logged in the helpdesk system, triaged, and managed in line with defined Service Level Agreements.

For any major incident, Silicon Practice produces a formal incident report including root cause analysis, impact assessment, and actions taken to prevent recurrence. These reports are shared with affected customers as appropriate.

Staff security
All staff undergo pre employment screening.

Staff are subject to ongoing contractual confidentiality obligations and mandatory information security training.

Secure software development
Silicon Practice follows secure development best practice and supports independent review of its security processes against recognised standards, including ISO/IEC 27001 and other relevant frameworks.

Security and privacy considerations are embedded throughout the software development lifecycle, from design through to deployment and ongoing maintenance.

Business continuity and disaster recovery

Business continuity approach

Silicon Practice maintains a formal business continuity framework designed to ensure the FootFall service remains available and operational in the event of technical incidents, supplier failures, cyber security events, or other disruptive situations.

The FootFall platform is delivered as a Software as a Service solution hosted on Amazon Web Services (AWS) within UK regions and Availability Zones. The service is architected for resilience, scalability, and fault tolerance, reducing the likelihood of disruption and enabling rapid recovery should an incident occur.

Business continuity planning covers:

- Technology and infrastructure resilience
- Data protection, backup, and recovery
- Operational continuity for support and incident response
- Communication and stakeholder management
- Supplier and dependency management

Plans are reviewed and updated regularly to reflect changes in the service, operating environment, regulatory requirements, and risk profile.

Infrastructure resilience and failover

FootFall is hosted on AWS using a distributed architecture across multiple Availability Zones. 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
All customer data is protected through layered security and recovery controls.

These include:
- Secure encrypted backups
- Regular testing of backup and recovery processes
- Data export capability in structured formats such as CSV and PDF at customer request
- Defined processes for data restoration in the event of data loss or corruption

In the event of a data related incident, recovery actions are prioritised based on impact to confidentiality, integrity, availability, and clinical safety.

Incident management and service restoration
Silicon Practice operates defined incident management procedures aligned with NHS incident severity and response expectations.

Incidents can be reported via email or telephone and are logged, triaged, prioritised, and assigned through the helpdesk system. Critical incidents are escalated immediately and resourced accordingly.

For any major incident, Silicon Practice provides:
- Clear incident communication to affected customers
- Regular status updates throughout the incident lifecycle
- Post incident reporting including root cause analysis and preventative actions

This ensures transparency, accountability, and continuous improvement following any disruption.

Operational continuity and support
User support is available Monday to Friday, 08:00 to 17:00 UK time, excluding Bank Holidays, with first response typically within one working day. For critical incidents affecting service availability, escalation and prioritisation occur immediately, outside normal queue based handling.

Each ICB and practice has a dedicated Account Manager to support continuity planning, communication, and coordination during incidents or major changes.

Internal continuity planning ensures that support, engineering, and governance functions can continue operating during staff absence, supplier disruption, or other operational challenges.

Change management and planned continuity
Silicon Practice follows a zero planned downtime approach wherever possible. All changes are subject to:

- Peer review and testing prior to release
- Security, privacy, and compliance assessment
- Deployment outside peak usage periods wherever possible

This minimises disruption and reduces the risk of service impacting changes.

Exit and service continuity on termination
In the event of contract termination or service exit, Silicon Practice follows a structured offboarding and exit plan led by a dedicated Customer Success Manager.

This ensures:

- Secure extraction or deletion of data as instructed by the Data Controller
- Controlled service switch off and account deactivation
- Support for transition to a new provider where required
- Confirmation of data handling and service closure

This ensures continuity, compliance, and protection of patient and organisational data even at the end of the service lifecycle.

Testing and assurance
Business continuity, resilience, and security controls are subject to regular review and assurance activities including:

- Annual penetration testing by CHECK accredited providers
- Ongoing monitoring and logging of system activity
- Annual policy and governance reviews
- Regular testing of backup, recovery, and failover processes

This provides assurance that the continuity arrangements remain effective, appropriate, and aligned with best practice and regulatory expectations.

Project Management and Communication with the Practice

Project Mobilisation

We work with the Practice's Project Management team to ensure that the implementation goes as smoothly as possible. This includes working with practice manager and GPIT Leads (if appropriate).

1 At the start of the project the practice will receive from us a "next steps" email. This identifies the implementation process and what they need to do next.

2 Silicon Practice takes the information from the practice website and customises their site and then sends the practice a preview site.

3 We expect the practice to review the site in preparation for their review meeting with a Digital Support Specialist at the agreed time.

4 Silicon Practice makes the agreed amends and sends to the practice for review. We expect the practice to review the amends and give their approval to the site going "live". Silicon Practice deliver practice training.

5 Silicon Practice give the practice Zoho Booking / Teams Training. This can be with the Practice Champion and 3/4 other staff in the first instance. An additional training session can be arranged with the clinical staff if required although we have not found this necessary in other roll-outs. This training is supported by video tutorials aimed at Administrators, Receptionists and Clinicians. These video tutorials are also suitable as reminder tutorials or for new staff at the practice.

We expect staff to be available for this training at the agreed time. The training will take about 1 hour.

6 The planned FootFall go live date will be the date agreed at the start of the project (unless an alternative date has been agreed in writing).

Silicon Practice will send the "go live" email to the practice. We expect the practice to forward these details to their existing website provider.

Related documents that can also be provided are:
Video Tutorials

Testimonials

Customer feedback from Debbie Penney, of The Orchard Medical Centre, South Gloucestershire:

'I have worked in primary care for nearly 30 years and this is by far the best website supplier I have used.

'Firstly it was very easy to set up, the system is flexible. The team are very responsive and most importantly are compliant with all regulation and standards. With general practice becoming ever more complex, it's one area I can have confidence in and easily manage.'

Customer feedback from Sarah Buchan, of Fakenham Medical Practice, Norfolk:

'We have been delighted with the impact it has had and the feedback we have received from patients in a short time.

'Patients are getting the help they need more quickly and conveniently and, for the surgery, it has reduced the pressure on phone lines and helps ensure face to face appointments are for those who really need it.'

Customer feedback from Jennie Ford, of Leckhampton Surgery, Gloucestershire:

'I have recently joined a practice using a Silicon Practice Website – I have found them always very quick to make any changes requested and very helpful with any queries.'

Customer feedback from Lindsay Brynes, of Carolside Medical Centre, Glasgow:

'Since going live with FootFall in 2021, the pressure on the phone lines has reduced by 30% and as a result, the Reception Team now have more time to effectively triage and manage patient requests online.

'We have been actively recommending FootFall to other practices in the area.'

Customer feedback from Dr Jimmy Lennox, of Chapel Row Surgery, Bucklebury, Berkshire:

'The triage element within FootFall has led to increased practice efficiency. It has helped clinicians to plan their day and deal with less urgent questions online rather than seeing the patient or speaking to them on the phone.

'It gives a tool with potential to re-distribute workload away from busy surgery times.'

Silicon Practice
DIGITAL HEALTH SOLUTIONS

OUR JOURNEY WITH CAROLSIDE MEDICAL CENTRE: FROM CHALLENGES TO TRANSFORMATIONAL CHANGE

This follow up case study highlights our shared journey and demonstrates the enduring impact of our collaboration, from the initial challenges to continued success.

Early Impact

- A 30% reduction in phone call volumes within the first six months, achieved while maintaining robust controls that allow practices to manage the flow of online requests effectively
- Improved demand management, with staff able to triage more effectively
- Enhanced patient access to self-help resources, reducing unnecessary appointments

"Admin staff really like being able to mix things up between answering calls and dealing with online requests. We are able to create preset responses meaning that online forms are quicker to deal with and we provide consistent messaging. Patient feedback has been very positive."

LINDSAY BRYNES
Practice Manager,
Carolside Medical Centre

Initial challenges

- High telephone call volumes, placing pressure on staff and patients
- Inefficiencies in triaging and managing patient demand
- A need to modernise operations to meet growing expectations, while maintaining accessibility for all demographics

Continuing the Journey

Phone Call Management
Despite a growing patient list, phone calls have maintained a steady 30% reduction, demonstrating the practice's ability to balance traditional and modern communication methods.

Patient Form Insights
- 68% of "Request an appointment with the doctor" requests result in appointments
- 77% of nurse or HCA appointment requests are accommodated
- Practices retain complete control over the system, including the ability to pause or manage online forms based on current capacity

Engaging All Demographics
The system is designed to accommodate varying literacy and IT skill levels, ensuring accessibility for patients with disabilities and those from underserved communities. For example:
- Deaf patients benefit from online options
- Blind patients can rely on traditional phone access
- The combination of phone and online forms ensures no patient is left behind

Demand Trends
In March 2022, a 15% increase in demand was managed effectively, demonstrating the platform's capacity to handle varying patient needs without overwhelming staff.

Looking Ahead

Carolside Medical Centre's sustained progress highlights the transformative power of our partnership. Our future plans include:
- Enhancing analytics tools to support GPs in demand management, enabling them to make data-driven decisions

Our partnership is about helping GPs manage demand effectively while ensuring accessibility for all patients. By giving practices the tools to control their workflows, we are fostering efficiency and inclusivity without overwhelming resources.

Silicon Practice
DIGITAL HEALTH SOLUTIONS

FOOTFALL SAVES **OVER 34,700** PHONE CALLS OR VISITS TO BLACK COUNTRY PRACTICE RECEPTIONS IN ITS FIRST YEAR

WITH KATIE BULLIMORE, DIGITAL FIRST PROJECT MANAGER, NHS BLACK COUNTRY ICB

BLACK COUNTRY ICB BACKGROUND

Katie Bullimore, Digital First Project Manager for NHS Black Country, shares her experience of using FootFall and Foundation across practices in her ICB has helped support both practices and patients. There are 29 practices using Silicon Practice products in an area serving **1.26 million residents.**

THE CHALLENGE

The initial challenge was that the 29 practice websites were not to NHSE mandated standards. In addition some of the practices were not implementing online consultations to their patients, thus increasing in-person appointments that contributed to a long backlog.

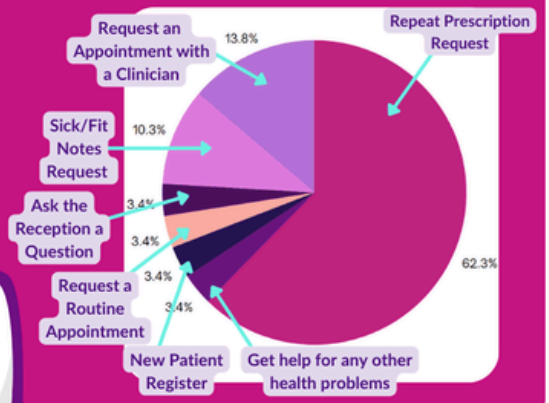
THE IMPLEMENTATION

- Online Consultation
- Comprehensive Forms
- Customisation
- User-Friendly Interface
- Patient Digital Triage
- Footfall Connect

RESULTS

- **342, 658 forms completed** across the ICB in one year, saving on average **34, 749 phone calls or physical visits** to the practice reception
- **77, 729 forms completed** over the winter months, taking pressure off the practices at their busiest time
- Most Practices within the ICB experienced a **20% increase** in completed forms, showing a large rise in patients adopting digital healthcare solutions and so taking the strain off of the reception

Digital Requests breakdown



"Personally, I feel that Silicon Practice are professional and offer a well-managed service. Their products and services are well designed and well supported. When they introduce a solution, the implementation is managed and controlled, every aspect is thought about."
Katie Bullimore, Digital First Project Manager.

"Footfall has an easy to use and intuitive staff portal. I like the quick responses as they save time. Footfall connect is so useful for sending the data to EMIS directly."
Sam, Clinical Administrator, Eve Hill Medical Practice.

"I think this is a brilliant system. Each time I have used it I have had a reply within a very short time"
Patient, Eve Hill Medical Practice.