

G-Cloud 15 ProtoFlex Service Definition

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1 Service Summary

ProtoFlex is a cloud-based digital pathway platform that enables health and care organisations to design, manage, and optimise complex clinical and operational workflows. ProtoFlex is designed and delivered by a team with extensive experience building digital workflow and pathway solutions for UK health and care organisations. Our background includes decades of hands-on work with clinicians, operational teams, and service managers to design systems that support safe, efficient, joined-up care.

2 Key Features

Digital Pathway Management

- Create and manage structured care pathways across services, conditions, and organisations.
- Track patient progress, outstanding tasks, and pathway milestones in real time.
- Support multi-condition and long-term care journeys with clear visibility and coordination.

Configurable Workflows and Forms

- Adapt pathways, forms, assessments, and processes through configuration rather than coding.
- Respond quickly to service changes, new clinical requirements, or operational pressures.
- Empower local teams to evolve the system without vendor-led development cycles.

Real-Time Information and Dashboards

- Consolidate data from multiple systems into a single, coherent view.
- Provide clinicians and operational teams with up-to-date information to support safe decision-making.
- Use dashboards to monitor caseloads, bottlenecks, and service performance.

Remote Monitoring and Patient Engagement

- Enable patients to submit information, track progress, and participate in their care.
- Support remote monitoring for chronic conditions and long-term pathways.
- Reduce unnecessary appointments and improve patient experience.

Cross-Organisation Coordination

- Connect primary, secondary, community, and social care teams.
- Provide a shared view of the patient journey across all services involved.
- Reduce duplication, delays, and communication gaps.

Dedicated Cloud Environment

- Each customer receives a secure, isolated cloud environment tailored to their needs.
- Supports NHS-aligned security, resilience, and data governance requirements.

- Scales from small departmental deployments to large multi-site or ICS-wide programmes.

Proven NHS Heritage

- Developed by an [a](#) strong team who have experience of successfully delivering clinical solutions to over 100 NHS organisations.
- Designed with deep understanding of clinical workflows and real-world operational challenges.
- Built to support safe, efficient, joined-up care.

3 Benefits

For Clinicians

- Faster access to complete patient information
- Reduced administrative burden
- Clearer visibility of next steps and responsibilities
- Improved coordination across teams and services

For Patients

- More personalised, joined-up care
- Better engagement and self-management tools
- Reduced need to repeat information
- Improved continuity across multiple conditions

For Organisations

- A single platform for pathway and workflow management
- Improved efficiency and reduced duplication
- Configurable processes that evolve with service needs
- Strong foundations for digital transformation and ICS collaboration