



G-Cloud 15 Service Definition Document

This Service Definition Document describes the VectorCare services offering under the G-Cloud 15 framework.

1. Service Overview

Service Name: VectorCare Patient Logistics Platform

Service Provider: VectorCare

VectorCare is a cloud-based, configurable patient logistics and care coordination platform designed to help public sector healthcare organisations plan, request, manage, and analyse non-emergency services. These services include patient transportation, discharge coordination, community services, home health, durable medical equipment (DME), and related logistics workflows.

Under the G-Cloud 15 framework, VectorCare provides Software as a Service (SaaS) that enables NHS Trusts, Integrated Care Boards (ICBs), local authorities, and partner organisations to digitise and automate operational workflows, reduce delays in care transitions, and improve service visibility and performance.

The service is delivered securely via the cloud and does not require on-premise infrastructure.

2. Scope of Service

VectorCare supports the end-to-end coordination of non-emergency healthcare and community-based services, with a strong focus on patient transport, discharge coordination, and digitally enabled pathways that extend care beyond the acute setting.

The service is designed to be future-proof and modular, allowing public sector organisations to expand from transport-centric use cases into wider community and out-of-hospital services without procuring additional core platforms.

The scope of the service includes:

2.1 Transport Services

- Non-emergency patient transport (NEPT)
- Discharge transport coordination
- Inter-facility transfers (non-emergency)
- Wheelchair, stretcher, and appropriate acuity-based transport workflows

2.2 Community and Out-of-Hospital Services

- Home health and community nursing visits
- Mobile Integrated Care and outreach services
- Durable Medical Equipment (DME) delivery and collection
- Community diagnostics and testing services
- Remote monitoring logistics and device deployment
- Social care—adjacent services where logistics coordination is required

2.3 Platform Capabilities Across All Services

- Digital request and referral workflows
- Automated broadcasting to approved provider networks
- Real-time status tracking and service updates
- Configurable rules, workflows, and service-level agreements (SLAs)
- Data capture, reporting, and operational analytics
- Secure integrations with third-party systems and EHRs

The service is configurable to support local operating models, policies, and pathways and can be deployed incrementally by service line, department, or organisation.

Out of scope: - Emergency (999/112) dispatch systems - Clinical decision-making or diagnosis - Direct provision of transport or clinical services

3. Core Features and Functionality

3.1 SMART on FHIR as a Service (SoFaaS™)

VectorCare provides SMART on FHIR as a Service (SoFaaS™), enabling embedded, EHR-integrated workflows that allow users to initiate, manage, and track services directly within supported Electronic Health Record (EHR) systems.

Key capabilities include:

- SMART on FHIR–compliant applications embedded within the EHR
- Context-aware workflows launched from patient records
- Secure, standards-based data exchange using FHIR APIs
- Reduced duplicate data entry and improved staff efficiency
- Configurable workflows aligned to local pathways

Initial support focuses on EHR platforms commonly used within the NHS ecosystem, with extensibility to additional systems as required.

SoFaaS™ enables VectorCare to operate as underlying digital infrastructure (“the rails”) for multiple service types, including transport, discharge planning, home health, and community services.

3.2 Request and Workflow Management

- Configurable digital forms for service requests
- Support for patient transport, discharge planning, and community services
- Mandatory and optional data fields based on service type
- Role-based access controls

3.3 Provider Network Management

- Creation and management of approved provider networks
- Credential tracking and compliance visibility
- One-to-many provider broadcasting model to reduce single-supplier dependency

3.4 Automated Broadcasting and Scheduling

- Automated distribution of requests to eligible providers
- Provider responses with availability, price, or ETA (where applicable)
- Rules-based selection or manual assignment

3.5 Real-Time Tracking and Notifications

- Live status updates across the service lifecycle
- Notifications via in-app alerts, email, or SMS (configurable)
- Audit trail of all activity

3.6 Reporting and Insights

- Embedded dashboards and operational reporting
- Metrics covering turnaround times, delays, utilisation, provider performance
- Exportable data for local analysis and reporting

3.7 Integration and Interoperability

- API access for integration with EPRs, case management systems, and other digital services
- Support for standards-based integration approaches where applicable
- Secure data exchange using modern authentication methods

4. Service Deliverables

VectorCare will provide the following deliverables as part of the G-Cloud service:

- Access to the VectorCare SaaS platform
- Configuration of workflows, forms, and rules aligned to customer requirements
- User roles and permissions setup
- Provider network configuration
- Reporting dashboards aligned to agreed KPIs
- Documentation and onboarding materials

Optional deliverables (subject to agreement): - Custom reporting - Additional integrations - Pilot or phased rollout support

5. Implementation and Onboarding

Implementation is delivered remotely and typically includes:

- Discovery and requirements validation
- Platform configuration
- User and provider setup
- Testing and validation
- Go-live support

Typical implementation timelines range from 2 to 8 weeks depending on scope and complexity.

6. Training

VectorCare provides training as part of the service, including:

- Remote administrator training sessions
- End-user training for operational staff
- Recorded training materials and user guides
- Role-specific walkthroughs
- Training is delivered remotely via video conferencing and online resources.

7. Support and Service Management

7.1 Support Model

- Business hours support
- Support provided via email and ticketing system
- Incident prioritization based on severity

7.2 Service Availability

- Target availability of 99.9% excluding planned maintenance
- Planned maintenance communicated in advance

7.3 Service Management

- Named service contact
- Regular service reviews (optional)
- Change management and release notes

8. Security and Compliance

VectorCare is designed with security and data protection as core principles:

- UK and EU data hosting options

- Encryption in transit and at rest
- Role-based access controls
- Audit logging
- Compliance with UK GDPR and Data Protection Act 2018

VectorCare does not access patient data except as required to provide the service.

9. Data Ownership and Portability

- Customers retain ownership of their data
- Data can be exported in standard formats upon request
- Data deletion supported at contract end in line with agreed retention policies

10. Pricing Model

Pricing under G-Cloud is subscription-based and may include:

- Platform license fees
- Usage-based fees (where applicable)
- Optional services as agreed

Pricing details are published separately on the Digital Marketplace.

11. Termination and Exit Management

Upon termination:

- Customer data will be made available for export
- Secure deletion of data following confirmation
- Reasonable exit assistance provided as agreed

12. Service Constraints and Dependencies

- Internet connectivity required
- Customer responsibility for user access management
- Third-party system availability may affect integrations

13. Contact Information

Supplier: VectorCare

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