simpsi®

Service Specification

SIMPSi® EHR

Lot 2b: Software as a Service (SaaS)

1. Service Overview

SIMPSi® EHR is a real-world electronic health record designed for patients, with secure access for healthcare professionals. It captures patient-reported data, outcomes, and daily health trends to provide a richer, between-appointment view of control, risk, and deterioration. Data is SNOMED coded and interoperable-ready, supporting integration with traditional EPR systems used in hospitals and GP practices.

2. Service Type

Software as a Service (SaaS)

Public cloud deployment

3. Service Features

1. Personal health record capturing reports, results, and daily health trends
2. Patient-informed record shaped by goals, preferences, and real-world data
3. Symptom, metric, event, and outcome tracking over time
4. Built-in PROMs and PREMs capturing outcomes and experience at scale
5. Secure coded extraction using SNOMED and ICD-10
6. Interoperable with hospital and GP EPR systems
7. Clinical decision support surfacing risks and guideline-aligned actions
8. Patient interface to view records, manage actions, and track health
9. Clinician portal providing real-world insight between appointments
10. Role-based access controls governing viewing, editing, and sharing

4. Service Benefits

1. Patient-owned records increase responsibility, engagement, and visibility
2. Earlier intervention through real-time capture and trend monitoring
3. Reduces avoidable demand and duplication across care settings
4. Improves continuity through shared access and information flow
5. Supports proactive community monitoring outside hospital settings

6. Enables coordinated neighbourhood and multidisciplinary team working
7. Delivers holistic views for safer, personalised care
8. Strengthens shared patient-clinician decision-making
9. Supports data-driven prioritisation and population management
10. Improves safety through timely insight into deterioration and risk

5. Service Scope and Constraints

The service requires internet connectivity and access via a modern web browser or supported mobile device. Planned maintenance may occur outside core working hours with advance notification. Service availability depends on third-party hosting infrastructure. Local configuration may be required to enable interoperability with organisation-specific systems. Offline functionality is limited. Customer IT policies, firewalls, or device restrictions may affect access and require local support. Data exchange with external systems is subject to agreed interoperability arrangements.

6. System Requirements

Internet connectivity

Modern web browser (Chrome, Edge, Safari, Firefox)

iOS or Android device for mobile app access

Organisation firewall allowing HTTPS traffic

Email account for notifications and onboarding

7. User Access and Interface

SIMPSi® EHR is accessed via mobile applications (iOS and Android) and a responsive web-based interface. Patients use the service to view records, track symptoms and outcomes, manage care plans, and receive notifications. Healthcare professionals access a secure web portal providing real-world patient data to support clinical decision-making between appointments. All interfaces are browser-based or app-based and require no local installation.

The service is designed in line with WCAG 2.2 AA accessibility standards.

8. Customisation

Users can customise elements of the service according to their role. Patients can personalise their digital care record by adding medications, symptoms, goals, measurements, reminders, and notification preferences. Language options are available where supported, including Welsh for relevant regions, with additional languages configurable based on service needs. Educational content can be tailored to include locally recorded videos featuring clinicians or service representatives where available.

9. Onboarding and Implementation

A structured onboarding process ensures organisations and users can start using the service quickly and confidently. New organisations receive an initial setup session with a named implementation lead to configure organisational structures, local resources, and rollout plans. Online training is provided through live virtual sessions, recorded tutorials, and written guidance. Patients can access the service independently via the app or web interface, supported by in-app onboarding and optional guidance from healthcare professionals. No technical installation is required. All updates are delivered centrally.

10. Support

Email and online ticketing support is provided. We reply within 3 working days, but often within 24 hours on weekdays. Phone support is available 9 to 5 (UK time), Monday to Friday.

We provide a single, comprehensive support package included within the annual licence cost. This includes weekday email and online ticket support, with response within three working days, and priority escalation for service availability issues. Customers also have access to an implementation lead and ongoing contact with our support team. Each organisation is assigned an account manager who acts as the primary point of contact for operational queries, reporting requests and user onboarding. A technical contact is available for integration and access configuration support when required. We provide implementation support during rollout, including virtual onboarding sessions for staff, configuration of organisational structures, and access to training materials. Regular progress review meetings are included in the service and can involve clinical or commissioning leads. System monitoring, maintenance and updates are included at no additional cost. Updates are deployed centrally, ensuring all users benefit from the latest features and security improvements without local installation work. We do not charge extra for standard support. Optional extended support arrangements can be discussed based on local requirements. A cloud infrastructure engineer is available for service continuity and incident resolution.

11. Data Importing and Exporting

Users can export data through several methods. Organisational administrators can request secure data extracts in agreed formats. Patients can export personalised PDF summaries, including care summaries and management plans, for sharing with healthcare professionals. Where integrations exist, data can be transferred via agreed interoperability mechanisms.

12. Analytics and Reporting

Service usage metrics are available through commissioner and organisational dashboards. Metrics include registrations, engagement levels, feature utilisation, and trends over time. Organisations can view usage by locality or service. Commissioners can monitor population uptake and engagement to support service planning and quality improvement. Exportable reports and summaries are available on request.

Reporting types include real-time dashboards, regular reports, and reports on request.

13. Scaling

The service is delivered on scalable cloud infrastructure with load balancing and automatic resource allocation, ensuring demand from one organisation does not impact others. Capacity is monitored continuously, with additional resources provisioned as required. Application and database environments are optimised for multi-tenant use, with logical separation of data and performance safeguards. Regular performance testing and monitoring support proactive scaling.

14. Data Protection and Hosting

Data protection between buyer and supplier networks uses TLS (version 1.2 or above).

Data protection within the supplier network uses TLS (version 1.2 or above).

Data storage and processing locations are within the United Kingdom.

Users do not control data storage locations.

Penetration testing is performed at least annually by a CREST-approved IT Health Check provider.

Data sanitisation includes cryptographic erasure, data erasure, and physical destruction where applicable.

15. Availability and Resilience

We guarantee a minimum service availability of 99.9% uptime per calendar month for the SIMPSI platform, excluding planned maintenance windows which are notified in advance. The service is hosted on highly available cloud infrastructure with automatic scaling and redundancy to minimise downtime. Availability covers access to patient and clinician applications, authentication services, and core data storage. Planned maintenance is typically performed outside peak usage periods and is designed to have minimal impact on users. System uptime and performance are continuously monitored, and incident response procedures ensure rapid mitigation and communication. We aim to restore full service as quickly as possible and provide post-incident reporting where required.

The SIMPSI service is designed to be resilient through the use of highly available cloud infrastructure. Patient and clinical data is hosted within AWS, which provides built-in redundancy, load balancing and automatic scaling across multiple availability zones. This ensures continued service operation in the event of underlying hardware or node failure. Core systems are monitored continuously, with automated failover and rapid recovery mechanisms in place. Regular backups are maintained and replicated to support service restoration. Our deployment approach allows components to be restarted or replaced without user impact. Limited clinician account information hosted within Kinsta's Google Cloud Platform environment benefits from similar underlying resilience and global infrastructure capabilities, with no patient data stored or processed in this environment. We maintain documented incident response and disaster recovery procedures, enabling timely restoration of service following disruption. In the event of a major outage, we work with affected customers to provide updates and ensure continuity of access.

16. Governance and Security

A named board-level individual is responsible for service security.

The service aligns with the Software Security Code of Practice and ISO/IEC 27001.

A formal Information Security Management System covers access control, data protection, secure development, incident management, and business continuity.

Operational security includes configuration and change management, vulnerability management aligned to NCSC guidance, protective monitoring, and incident management aligned with ISO 27001 and NHS DSP requirements.

User authentication includes Multi-Factor Authentication, identity federation, and username/password access.

Audit logs and system logs are retained for at least 12 months and are available on request.

17. Exit and Offboarding

At the end of the contract, users can request the extraction of their data in a structured, machine-readable format. Full data extracts can be provided securely on request in agreed formats such as CSV or JSON, subject to appropriate information governance and security checks. Where integrations are in place, data can also be transferred via existing agreed interoperability mechanisms. Patient-entered data remains accessible to individual users through their account during the notice period, allowing them to view or download their own information. Once extraction is complete and confirmed by the customer, data will be securely deleted in line with contractual, legal and regulatory requirements, unless retention is required for lawful purposes. No additional software is required for data extraction.

Standard end-of-contract activities are included in the annual licence cost, including data extraction in an agreed structured format, continuation of access during the notice period, and coordinated service closure. Individual users can continue to access their own information during this time. We will support the customer through the offboarding process, including confirming data extraction requirements, providing guidance on accessing reporting data and agreeing timelines for system access removal. Once extraction is complete and confirmed by the customer, data will be securely deleted in line with contractual, legal and regulatory requirements. No additional cost is charged for standard end-of-contract processes, data export or secure deletion. Optional services, such as bespoke data transformation, migration into third-party systems or extended access beyond the contract end date, can be agreed separately if required by the buyer.

simpsi®