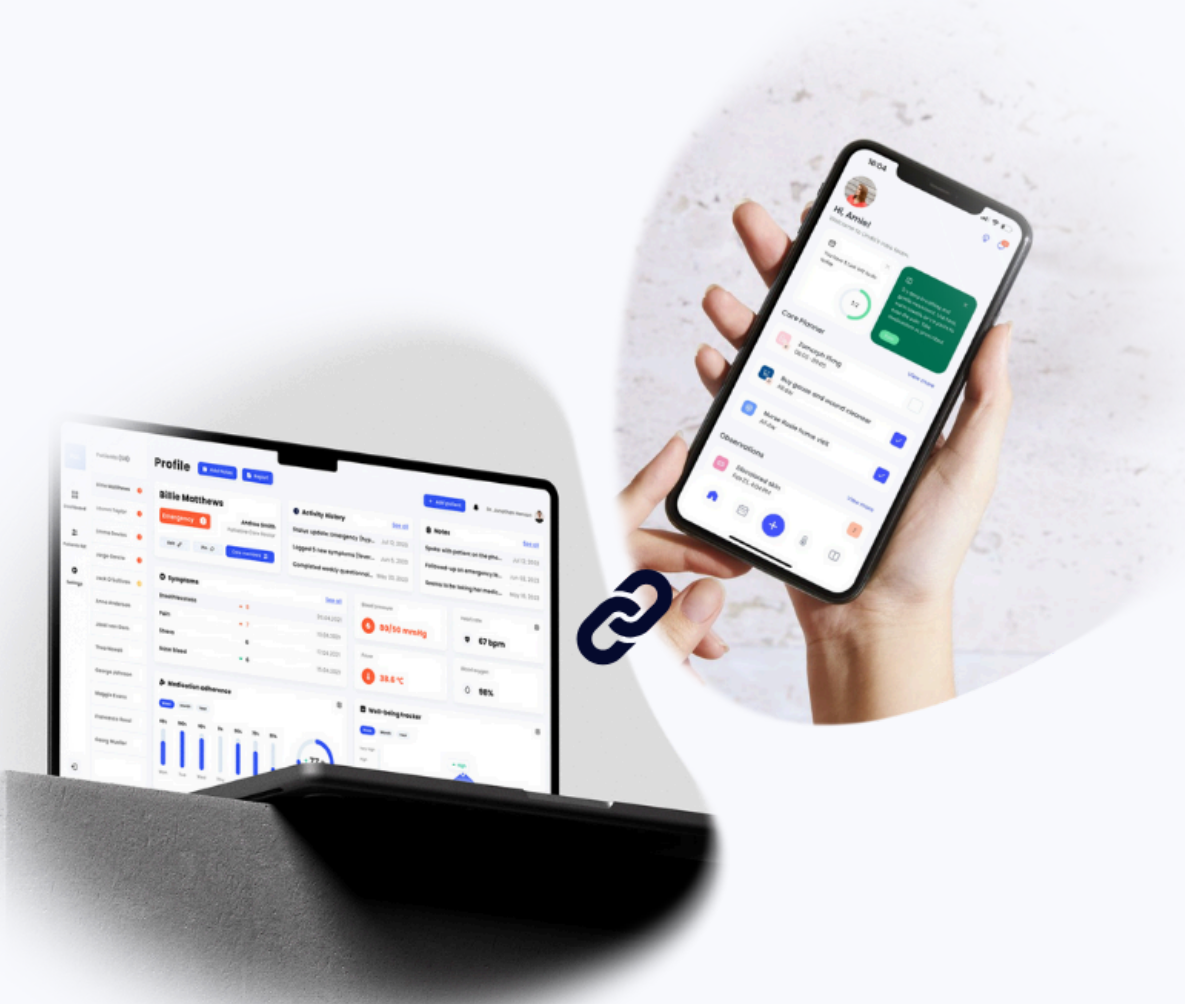


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Service Definition

Pal Digital Serious Illness Care Platform

G-Cloud 15



1. Introduction

This service definition describes Pal Digital Serious Illness Care (Pal), a cloud-hosted Software-as-a-Service (SaaS) solution available through the G-Cloud Digital Marketplace. The document explains how the service works, how it is delivered and supported, and the service levels, constraints, and operational arrangements that apply.

Pal supports people with serious illness and their family carers at home through a mobile application, alongside structured information sharing with healthcare professionals. The service is intended for use by NHS and UK public sector organisations across hospital, hospice, community, and primary care settings.

This document is intended to provide buyers with clear, factual information about service functionality, onboarding and offboarding, data handling, security, hosting, support arrangements, and exit processes. Pricing information is provided separately and is not included in this document.

2. Intended users and service context

Pal is designed to support the delivery of serious illness and supportive care across healthcare settings, recognising that much of this care takes place outside formal clinical environments and relies on close coordination between patients, family carers, and healthcare teams. The service is intended to support the following user groups and care contexts.

Primary care, community and hospice providers

Pal supports GP practices, primary care networks or groupings, community teams and hospice services in maintaining visibility of patients with serious illness, supportive care or palliative care needs between scheduled contacts. Structured patient-reported information can support prioritisation of reviews, coordination with specialist services, and continuity of care across settings.

Hospitals and specialist services

Pal supports hospital-based oncology, palliative care, and specialist teams by enabling structured information sharing from patients and family carers between clinical contacts. Summarised patient-reported information and reports support clinical review, follow-up, and coordination with community-based services. The service does not provide real-time monitoring or replace existing clinical systems.

System-level and commissioning organisations

Pal can support system-level organisations responsible for planning or overseeing serious illness, supportive care or palliative care services by providing aggregated summaries and reports across defined cohorts and care sites. These summaries are intended to support service planning, prioritisation, and understanding of patterns within serious illness pathways, rather than operational or real-time management.

Patients and family carers

Pal supports patients and family carers from diagnosis onwards by providing tools to record symptoms, track changes, coordinate care activities, and access practical guidance at home. The service is designed to help families share day-to-day observations in a structured way and support informed communication with healthcare teams.

By supporting structured information capture and shared understanding across care settings, Pal Digital Serious Illness Care is intended to complement existing serious illness and palliative care services and support coordinated, patient-centred care.

Intended patient groups

Pal Digital Serious Illness Care is intended to support patients who meet an agreed serious illness or supportive care cohort definition. This may include patients who:

- Have identified palliative or supportive care needs, such as symptom burden, functional decline, complex comorbidity, frailty, or high risk of deterioration
- Have cancer or non-cancer diagnoses (for example neurological conditions, organ failure, or frailty, where appropriate)
- Are referred to a defined care service (such as a community palliative care team, hospice-at-home service, supportive care clinic, frailty service, or serious illness pathway)
- Are included on a practice serious illness register (or equivalent), or meet an agreed rule set

3. Service scope and functionality

Pal is a cloud-hosted digital service designed to support people living with serious illness and their family carers outside of clinical settings. The service is delivered as a centrally managed SaaS platform and is accessed primarily through a mobile application for patients and family carers.

Pal consists of two integrated service components: a family-facing self-management application and a clinician-facing digital reporting capability. Together, these components support information capture, guidance, and structured communication between patients, family carers, and healthcare teams.

Information entered by patients and family carers is processed securely in the cloud and used to generate structured summaries, reports, and notifications that can be shared with authorised healthcare professionals. These outputs are intended to support clinical review, prioritisation, and follow-up, and are delivered via secure email or browser-accessible links. The service does not provide real-time clinical monitoring or diagnostic functionality.

All hosting, maintenance, updates, and service management are handled centrally by Pal, and no local installation or on-premise infrastructure is required by the buying organisation.

3.1 Self-management tool: Pal family-facing mobile application

The self-management tool is delivered through a mobile application for patients and their family carers. The application is designed to support day-to-day care at home and has been developed through user interviews, co-design activities, and pilot testing with patients, family carers, and healthcare professionals.

Key features include:

- **Care planning and coordination**

Patients and family carers can use shared planning tools to coordinate care activities. This includes task lists and scheduling features to help manage appointments, treatments, medication routines, and visits from family members or care professionals. Multiple family carers can be linked to a patient to support shared responsibility and coordination. The Pal calendar can be synced with personal Google and Outlook calendars to support day-to-day planning.

- **Symptom and wellbeing tracking**

The application enables patients and family carers to record symptoms and wellbeing information using structured inputs and guided questions. This supports consistent capture of changes over time and allows users to add contextual details, such as severity, impact on daily activities, medication response or free-text notes.

- **Key observations and vitals logging**

Users can log selected observations and vitals. Entries are patient- or carer-reported and are intended to support structured information sharing rather than continuous or real-time monitoring.

- **Medication management**

The application allows patients and family carers to maintain medication lists and record medication adherence. This supports shared understanding of current treatments and routines within the care network.

- **Knowledge hub and guidance**

The service provides access to educational resources and guidance to support symptom recognition and management at home. Content is presented in clear, accessible language and may include written guidance, videos, and practical tips. Where appropriate, content may include or reference materials developed in collaboration with, or sourced from, external organisations with relevant expertise in serious illness and palliative care (for example charitable or third-sector partners). All content made available through the service is curated for suitability within the service context.

- **Contextual prompts and guidance**

Based on information entered by users, the service may present contextual guidance or prompts. For example, a reported symptom may trigger relevant self-management information. These prompts are non-medical in nature, informational only and do not replace clinical judgement.

- **Personal records and summaries**

Patients and family carers can maintain journals and care notes and generate personal summaries of recorded information. Reports can be generated and downloaded directly within the mobile app for personal use or sharing with care teams where appropriate.

3.2 Digital reporting and information sharing for healthcare professionals

Pal Digital Serious Illness Care includes a digital reporting capability that enables structured information entered by patients and family carers to be shared with authorised healthcare professionals.

Key features include:

- **Structured patient summaries and reports**

Information recorded in the app is processed securely and used to generate structured summaries of symptoms, wellbeing, observations, and medication information.

- **Scheduled and event-based reports**

Reports can be generated on a scheduled basis or triggered by predefined criteria, depending on service configuration. Reports are delivered via secure email or browser-accessible links.

- **Notifications and alerts**

The service can generate notifications based on predefined rules, such as changes in reported symptoms or wellbeing. These notifications are intended to support awareness and follow-up and do not constitute real-time monitoring or alerting.

- **Report access and export**

Reports and summaries can be downloaded in common formats (such as PDF or CSV) for review or record-keeping.

- **Engagement and usage summaries**

High-level engagement summaries showing aggregated service usage across the agreed caseload can be provided, such as patient onboarding status and completion of key activities. These summaries are intended to support service oversight and evaluation and do not include real-time user activity monitoring.

- **Population-level summaries**

Aggregated, population-level summaries can be provided across the agreed service caseload to support service oversight and review.

The service does not provide live dashboards or continuous monitoring interfaces.

4. Onboarding and offboarding

4.1 Ordering and Invoicing

Pal Digital Serious Illness Care is available to purchase through the G-Cloud Digital Marketplace.

To initiate an order, buyers should contact Amie Technologies using the contact details provided on the Digital Marketplace service listing. Buyers are asked to provide the following information as part of the initial order request:

- Name of the organisation, service, or care site
- Expected annual service caseload
- Name and contact details of the primary operational or commercial contact

Following receipt of this information, Amie Technologies will work with the buyer to confirm service requirements and delivery arrangements. This may include discussions to clarify:

- Definition of the care site configuration and service scope
- Recommended service design aligned to the care model
- Agreement of the annual service caseload and onboarding approach

- Deployment timelines
- Success criteria and reporting frequency

Ordering and invoicing are managed in accordance with the G-Cloud framework terms and the agreed call-off contract.

4.2 Availability of trial Service

Pal does not provide a free trial service. At the buyer's request, and subject to agreement, Pal may offer a limited proof-of-concept (PoC) engagement to support evaluation or test-and-learn activities. Any PoC is scoped separately, time-limited, and subject to agreed commercial and governance terms. PoC engagements are not included as part of the standard service and are not provided by default.

Further details can be discussed with the buyer where appropriate.

4.3 Onboarding

Pal Digital Serious Illness Care is delivered as a centrally hosted SaaS service and does not require local installation. Onboarding is carried out per care site and is scoped based on the requirements of the buying organisation.

Onboarding activities are agreed in advance and may vary depending on service size, configuration needs, and delivery model. Onboarding may involve activities that are not included within the standard service licence and may be delivered as a separately scoped service. The specific onboarding activities provided are confirmed prior to service go-live.

Activities may include:

- Setup of organisational structures
- Configuration of standard notifications, reporting schedules, and content
- Provision of onboarding guidance and documentation
- Remote training sessions for clinical and administrative staff, where required

Patient onboarding is typically managed by the buying organisation, with patients and family carers invited to access the mobile application via secure invitation or sign-up processes defined during onboarding.

Pal works with the buying organisation during onboarding to ensure the service is configured correctly and ready for use.

4.4 Offboarding

Offboarding is initiated at contract end or upon termination in line with the contract terms, including any agreed notice period. Where not otherwise specified in the contract, a standard notice period of ninety (90) days applies. Standard offboarding activities may include:

- Support for export of service data, where requested and permitted
- Controlled withdrawal of user access
- Secure deletion or anonymisation of data in accordance with agreed data retention and data protection requirements

The service does not impose mandatory lock-in periods beyond the contracted term. Data handling during offboarding is managed in line with applicable data protection obligations.

5. Service constraints

Pal Digital Serious Illness Care is delivered as a centrally managed, multi-tenant SaaS service. As such, certain constraints apply to ensure service stability, security, and consistent operation across customers.

5.1 Service constraints

- The service is accessed via a mobile application for patients and family carers and via secure reports and links for healthcare professionals.
- The service does not provide real-time clinical monitoring, live dashboards, or diagnostic decision-support functionality.
- All hosting, updates, and maintenance are managed centrally by Pal. Buyers do not have direct access to underlying infrastructure or system configuration.
- Planned maintenance activities may be required from time to time and are scheduled to minimise disruption wherever possible.
- The service is dependent on internet connectivity and compatible mobile devices for end-user access.

5.2 Configuration within the standard service

The standard service offering provides a fixed set of features and functionality, as described in this document. The core product, user interface, and feature set are not customisable by buyers.

Buyers may configure certain aspects of the service within the existing service framework, which may include:

- Selection and configuration of standard notifications and reporting schedules
- Upload and presentation of organisation-specific resources and content
- Definition of care site structures and access roles

The service does not include bespoke software development, custom feature builds, or integrations with third-party systems as part of the standard offering. Any non-standard development or additional functionality is subject to separate agreement and is outside the scope of the G-Cloud service.

6. Service scope and functionality

6.1 Availability

Pal Digital Serious Illness Care is delivered as a cloud-hosted SaaS service hosted on public cloud infrastructure designed for resilience and scalability. The service operates on a best-endeavours availability target of 99.9% measured monthly, excluding planned maintenance.

The service is not designed for emergency use, real-time monitoring, or time-critical clinical decision-making. Availability commitments and any service level agreements are confirmed as part of the call-off contract.

6.2 Maintenance and planned downtime

Planned maintenance is carried out centrally by Pal and does not require action from the buying organisation. It is scheduled where possible to minimise disruption and is communicated to buyers in advance when user impact is expected. Emergency maintenance may be carried out where required to address security, stability, or service integrity issues.

6.3 Incident and outage management

Pal proactively monitors service availability and performance centrally. If a service outage or material degradation occurs, incidents are investigated promptly by the technical team. Where an incident affects buyers:

- Buyers are notified via email
- Updates are provided as appropriate during resolution
- A summary of the incident and resolution can be provided on request

Incidents are assessed and prioritised based on their severity, scope, and potential impact on service availability, data protection, and users, with response actions aligned to the nature of the incident.

6.4 Support provision

6.4.1 Patients and family carers

Patients and family carers have access to in-app guidance and help content to support use of the mobile application. Non-clinical support for access or usage issues is available via email. The service does not provide clinical advice or emergency support.

Support is provided during standard UK business hours, Monday to Friday, 9am to 5pm, excluding public holidays. Support requests can be submitted via email at hello@palhelps.com or through the app's support feature. Amie Technologies aims to acknowledge and respond to support requests within 24 hours during normal business hours. Standard support for patients and family carers is provided at no additional charge.

6.4.2 Buying organisations and healthcare professionals

Standard service support is provided to buying organisations during UK business hours via email. This includes support for access issues, configuration queries, report delivery, and general service operation. Written guidance and documentation are provided digitally.

Buying organisations may contact their designated account manager directly for service-related queries or may submit support requests via hello@palhelps.com. Support requests are triaged and handled in line with Pal's standard support processes.

Enhanced support options, including additional training, chat-based support, or on-site support, may be agreed separately.

7. Backup, disaster recovery, and business continuity

Pal Digital Serious Illness Care is hosted on resilient public cloud infrastructure designed to support data protection, service continuity, and recovery from incidents.

7.1 Data backup

Service data is backed up regularly as part of standard cloud platform operations. Backups are encrypted and stored securely within the hosting environment to protect against data loss, corruption, or system failure. Backup processes are managed centrally by Pal and do not require action from the buying organisation. Where needed, client-specific data handling or retention requirements can be discussed and defined prior to service onboarding.

7.2 Disaster recovery

The service is deployed using cloud infrastructure designed for high availability and fault tolerance. In the event of infrastructure or service failure, recovery activities are initiated to restore service operation and access to data as quickly as practicable. Disaster recovery procedures are tested through operational use and incident response activities rather than through customer-managed failover.

Pal does not provide customer-controlled disaster recovery environments or manual failover options as part of the standard service.

7.3 Business continuity

Pal maintains internal business continuity arrangements to support continued service delivery in the event of incidents affecting systems, infrastructure, or staff availability. These arrangements include remote access to systems, role-based access controls, and documented operational procedures to support continuity of service management and support functions.

The service is not intended for emergency or life-critical use, and business continuity arrangements are designed to support timely restoration of service rather than uninterrupted operation in all circumstances.

The cloud infrastructure used to host Pal Digital Serious Illness Care is provided by Amazon Web Services (AWS). AWS operates its own business continuity and disaster recovery processes, including infrastructure resilience and testing, which support a robust hosting environment and contribute to overall service continuity.

Further detail on Pal's business continuity arrangements can be provided to buyers on request.

8. Hosting and data location

Pal Digital Serious Illness Care is delivered as a cloud-hosted Software-as-a-Service (SaaS) solution and is hosted on Amazon Web Services (AWS). The service is deployed using AWS infrastructure based in the Frankfurt (eu-central-1) region, which may process and store data in the Netherlands, the United Kingdom, or the United States.

Service data is processed and stored within AWS cloud environments and may be replicated or transferred within AWS-managed infrastructure as required for service operation, resilience, and security. Pal does not provide a contractual guarantee that all data will be stored or processed within a single country.

AWS provides industry-standard physical and technical security controls for its cloud infrastructure. Pal operates the service as a multi-tenant platform, with logical separation of customer data. Buyers do not need to provide or manage any hosting infrastructure, servers, or software installations.

Some data may be stored locally on end user devices to support application functionality. Users may also choose to manually export their data, for example by downloading reports. Once data has been exported from the service, responsibility for its secure storage and handling rests with the user or buying organisation.

9. Security and data protection

Pal Digital Serious Illness Care consists of two integrated service components: a family-facing self-management application and a clinician-facing digital reporting capability. Together, these components support information capture, guidance, and structured communication between patients, family carers, and healthcare teams.

Pal is designed with data protection and privacy considerations embedded throughout the service lifecycle, from initial design through development, deployment, and ongoing operation. Organisational and technical measures are implemented to ensure that personal data is processed securely and protected against unauthorised access, alteration, disclosure, or loss.

The service applies data minimisation principles, collecting and processing only the personal data necessary to deliver the intended service functionality.

9.1 Data protection and governance

Pal follows a proportionate, risk-based approach to information security and data protection. Security and data protection responsibilities are defined within the organisation, with senior leadership accountable for oversight and compliance. Documented internal policies and procedures cover areas including access control, data handling, incident management, and data retention.

Personal data is processed in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, where applicable. Data protection risks are assessed and reviewed as part of ongoing service operation, governance, and change management.

9.2 Access control

Access to production systems and service data is restricted to authorised Pal staff only and is granted on a role-based, least-privilege basis. Individual user accounts are used for administrative access, and access rights are reviewed periodically and when roles change.

Patients, family carers, and healthcare professionals access the service using authenticated user accounts appropriate to their role.

9.3 Encryption and data security

Data is protected using industry-standard security controls. Personal data is encrypted both in transit and at rest using secure communication protocols and encryption mechanisms provided by the underlying cloud infrastructure. Data in transit between user devices and the service is encrypted using secure transport-layer security. Data stored within the service is protected using encryption and access controls designed to prevent unauthorised access.

9.4 Monitoring and incident response

The service uses centralised logging and monitoring to support detection of security events, service issues, and unauthorised access. System activity and access logs are reviewed to identify potential issues.

Security incidents or suspected data breaches are handled in line with Pal's documented internal incident management and data breach response procedures. Where required, incidents are investigated, contained, and escalated, and affected buyers are informed appropriately.

9.5 Third-party infrastructure

Pal is hosted on cloud infrastructure provided by Amazon Web Services (AWS). AWS is responsible for the physical and infrastructure-level security of the hosting environment, while Amie Technologies is responsible for application-level security controls and data protection, in line with the shared responsibility model. AWS operates in alignment with recognised international security standards, including ISO/IEC 27001.

10. Technical requirements

10.1 End-user requirements

- Patients and family carers require a compatible iOS or Android mobile device
- Internet connectivity is required to access the service and synchronise data
- The mobile application is distributed via standard app stores

10.2 Healthcare professional requirements

- Healthcare professionals require access to email to receive and view reports and notifications
- No specialist software, plugins, or local installations are required

10.3 Organisational requirements

- Buyers do not need to provide servers, hosting, databases, or cloud infrastructure
- No dedicated network connections, VPNs, or government networks are required

The service is designed to operate using standard consumer and organisational IT environments commonly available within NHS and UK public sector organisations.

11. Contact details

For questions relating to this document or the Pal Digital Serious Illness Care service as listed on the G-Cloud Digital Marketplace, please contact:

Amie Technologies B.V.
Email: hello@palhelps.com

All purchases must be made in accordance with the G-Cloud Digital Marketplace ordering process.