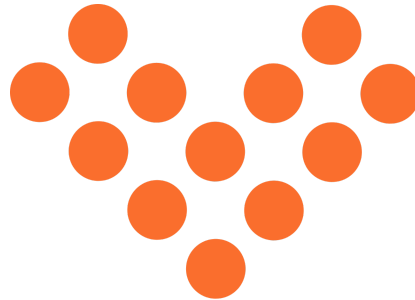




Liva Engage: Patient Engagement Platform

from Liva Healthcare

A secure, configurable SaaS digital platform that enables healthcare organisations and local authorities to deliver, manage and evaluate chronic disease prevention and management and population health programmes through digital patient engagement, clinician workflows and analytics.

G-Cloud 15

Service Definition Document

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Service Name

Liva Engage from Liva Healthcare - a Software as a Service (SaaS) platform for chronic disease patient engagement and population health programme delivery.

Service Description

Liva Engage is a modular health technology platform supporting communication and the **management, tracking, education and reporting** of patient engagement, outcomes and programme progress. Liva Engage is delivered as a **four-component digital system**:

1. **Clinician portal** (web) used by individual clinicians, caseworkers or multi-disciplinary teams to monitor, educate and communicate with patients
2. **Mobile app** (native iOS and Android) for patients to self-manage their journey, access information and connect with clinicians, with white-labelling options
3. **Analytics portal** (web) to view outcomes, engagement, activity levels, programme feedback and other configurable metrics and generate reports
4. **Admin portal** (web) to manage configuration and customisation of the platform experience

Liva Engage can be configured to support **chronic disease prevention and management programmes/interventions** for a host of conditions, intensities, and acuities (e.g., diabetes prevention/remission support, gestational diabetes support, cardiovascular prevention/rehab, and weight management) and wider **population health priorities**, using configurable assessments, content, messaging and analytics. Example care programme configurations referenced in Liva materials include: diabetes prevention, diabetes remission, gestational diabetes, GLP-1 weight loss, healthy heart check, CVD prevention, weight management, healthy eating, getting active, and exercise referral. Organisations licensing Liva Engage can add their own content and configure their own care pathways (user journeys).

A modular digital platform for chronic disease prevention and management programmes

Liva Engage can be configured to support chronic disease prevention and management pathways, including digital delivery of onboarding assessments, tracking, clinician communication, education, and reporting.

Packages

The platform is available in three different formats, supporting different scale and capabilities:

1. Essential
2. Advanced
3. Enterprise

Essential

The **Essential** offer provides a strong foundation for delivering digital chronic disease and population health programmes, enabling organisations to launch quickly and securely.

It includes:

- Core patient engagement functionality including onboarding, assessments, tracking, messaging, appointments, and education content
- Native patient mobile apps (iOS and Android) and web-based clinician and analytics portals
- Secure access controls, multi-factor authentication, and accessibility features
- Standard cloud hosting with defined data storage limits
- Weekday (9–5) patient support
- Guided implementation, system configuration, and clinician training

This tier is ideal for smaller programmes or organisations starting digital service delivery, potentially transforming existing in-person pathways to hybrid or purely digital to improve user journeys, service accessibility and user and clinician efficiency.

Advanced

The **Advanced** offer extends the Essential tier with greater automation, analytics, and scalability to support growing and more complex programmes.

It includes everything in Essential, plus:

- Automated reminders, learning modules, and auto-triggered content
- Integration with connected health apps (Apple Health and Google Fit)
- Enhanced analytics including population health trends, programme performance, and clinician efficiency reporting
- Increased patient capacity, clinician seats, and analytics users

- Extended implementation support and training

This tier is suited to organisations seeking to optimise engagement, improve operational efficiency, and scale services across multiple cohorts, sites or services.

Enterprise

The **Enterprise** offer provides a fully customisable, enterprise-grade digital health platform designed for large-scale, system-wide, or highly regulated deployments.

It includes everything in Advanced, plus:

- Unlimited patient profiles, clinician users, and analytics seats
- Full white-labelling including branding
- Bespoke reporting, integrations, and feature development
- Group appointment functionality and advanced patient management
- 24/7 patient support, data migration, and local hosting options
- Advanced capabilities including behavioural insights, adverse event flagging, AI-driven support, and video transcription

This tier is designed for organisations requiring maximum flexibility, scalability, and control over digital health delivery.

NICE-recommended and CQC-regulated

NICE: NICE's early value assessment guidance on "Digital technologies for delivering multidisciplinary weight-management services" includes **Liva** among technologies that "can be used in the NHS, while more evidence is generated." This guidance was originally published as **HTE14 (26 Oct 2023)** and has since been migrated by NICE to **HealthTech guidance HTG700**, with recommendations unchanged. ([NICE](#))

Patient-centric, accessible delivery of regular clinical contact

Liva Engage supports patient-centric delivery through a mobile app and clinician portal that enable: appointment booking, two-way messaging, reminders and structured education content (package-dependent), plus reporting to monitor outcomes and engagement.

Liva's platform and operating approach are designed to improve accessibility and reduce barriers for people experiencing health inequalities: Liva captures language and accessibility needs and can personalise aspects of the experience; content is designed for screen-reader compatibility with adjustable text up to 200%; interactive materials are available in **31+ interactive languages (and 280+ via CMS)**. Liva is working towards **WCAG 2.1 AA**, targeted for completion in 2026.

Liva for NHS organisations

Liva Engage supports NHS teams by enabling:

- Digital delivery and operational management of chronic disease and prevention programmes
- Clinician portal workflows for individuals or MDTs and admin tools for configuration/customisation
- Analytics including reports, population health trends and programme performance (package-dependent)
- Governance aligned with NHS information governance expectations (see Security/GDPR sections)

Integration: the platform can integrate with NHS and other APIs, but does not interoperate directly with EPRs at present.

Liva for Local Authorities

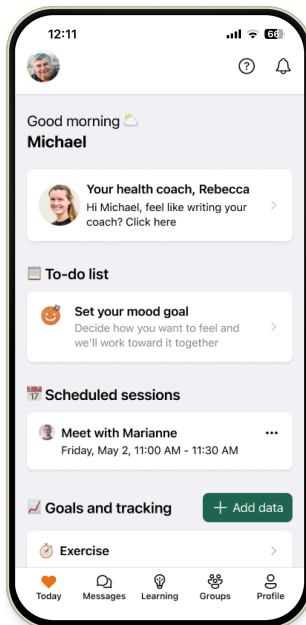
Liva Engage supports Local Authority commissioned services for prevention and behaviour change by enabling configurable programme delivery (education, prompts, messaging, tracking) and reporting/analytics, including population-level trends (package-dependent).

Service Features

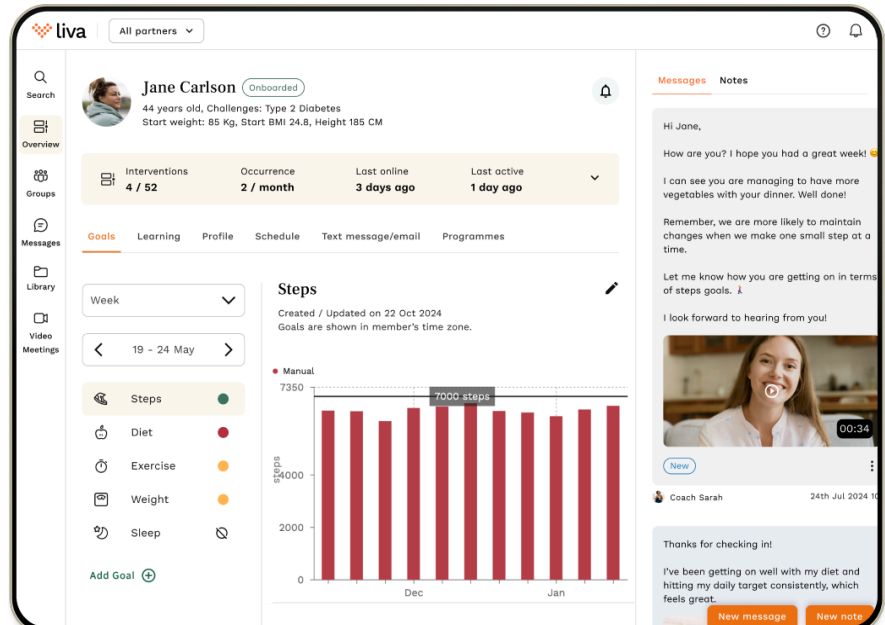
Liva Engage includes the following features (some are package-dependent):

Core platform components

- Clinician portal (web) for MDT delivery, patient monitoring, education and communication
- Patient mobile app (native iOS/Android) for self-management and clinician connection
- Analytics portal with report library and configurable metrics
- Admin portal for configuration and customisation



Mobile App



Clinician Portal



Analytics Dashboard

Patient engagement, tracking and content

- Tracking metrics and goals (e.g., steps, weight, sleep, mood)
- Patient assessment tools (onboarding questionnaires/surveys capturing baseline information)
- Customisable smart survey templates (e.g., PHQ-9, GAD-7, PAM, PROM) and bespoke measurements (package-dependent volumes)
- Learning module (education content such as articles/videos/recipes/exercises/links) and auto-triggered content scheduling (package-dependent)
- Automated reminders and “patient contact protocol” to prompt completion of tasks/onboarding steps (package-dependent)

Communication and appointments

- Synchronous (telephone or video) and asynchronous (in-app messaging, video-messaging, SMS, email) communications
- 1:1 appointment booking (app + clinician portal)
- Group appointment booking (package-dependent)
- Two-way patient messaging via app/email/SMS for individuals and groups

Analytics and reporting (package-dependent)

- Population health trends (demographics/ethnicity/geography)
- Programme performance data (attendance/retention/completion/feedback)
- Monitoring and tracking information, including trends and changes
- Clinician efficiency reports and custom report builder (package-dependent)

Security and access controls

- Role-based access control (RBAC) and multi-factor authentication (MFA)
- Device biometrics / PIN and accessibility features (languages, dark mode)

Connected devices/apps (package-dependent)

- Connected apps (Apple Health, Google Fit) and a referenced connection to Abbott FreeStyle Libre
- Connected devices include Garmin, Apple Watch, Fitbit, and others via Apple Health, Google Health Connect and Validic (covering ~14 brands).

Service Benefits

Individual patients

- Convenient access to support and self-management via a native app (tracking, goals, surveys, education content)
- Easy secure and joined up communication and scheduling through two-way synchronous and asynchronous messaging and appointment booking
- Reminders and structured content can support sustained engagement (package-dependent)
- Accessibility features and multi-language delivery to reduce barriers and support equitable access

Health coaches, practitioners, and clinical staff

- AI support automates routine tasks and surfaces insights, freeing practitioners to focus on patient care.
- Streamlined workflows reduce administrative burden and improve productivity and efficiency.
- Real-time patient data enables timely, personalised and data-driven interventions.
- Improves fidelity to programme content, ensuring an evidence-based approach and better outcomes for patients.

Wider healthcare system

- Supports scalable delivery of chronic disease support and prevention programmes via configurable digital workflows, reducing administrative overhead and enabling consistent service delivery
- Reporting and analytics to monitor engagement, outcomes and programme performance and to inform commissioning and service improvement
- Strong information governance and security controls aligned with recognised standards (see Security/GDPR)

Population level health

- Population-level reporting (package-dependent) enables analysis by demographics, ethnicity and geography, and supports targeting of resources and evaluation of impact on priority groups
- Supports collection and structured reporting of programme data to inform effectiveness and value-for-money

Onboarding and offboarding support

Launch plan & communications

- Each customer (NHS organisation or other commissioning body) is supported by a dedicated Account Manager who works collaboratively with the customer team to plan and manage the launch of Liva Engage.
- A tailored sign-up and access journey is agreed as part of mobilisation, which may include a white-labelled, co-branded entry point to ensure Liva Engage is seamlessly embedded within existing service pathways and communications.
- Liva provides launch and engagement materials, such as posters, digital content and messaging templates, to support internal awareness and uptake of the service.

Onboarding process

Liva Engage onboarding follows a **structured, enterprise implementation approach**, typically delivered over **12–20 weeks**, ensuring safe deployment, stakeholder alignment, and long-term value.

Three-Phase Implementation Model

1. Discovery & Strategic Alignment (Month 1)

- Contract signature and project kick-off
- Discovery workshops covering service model, process mapping, and any bespoke requirements
- Agreement of project plan, timelines, UAT, and acceptance criteria
- System access setup and initial administrator training

2. Design & Development (Months 2–3)

- Platform configuration and mobile app customisation (where required)
- Clinician portal setup and integration scope confirmation
- Development of alerts, templates, nudges, and messaging
- Data migration and bespoke development (if applicable)
- Admin-led system configuration

3. Deployment & Enablement (Months 3–4)

- Clinician training via eLearning and provision of training materials
- End-user onboarding via in-app guidance
- UAT, integration testing, and final data migration
- Pre go-live testing, go-live, and stabilisation with hypercare support

Post Go-Live Support

- Structured reviews at 30, 60, and 90 days

- Ongoing Quarterly Business Reviews (QBRs) to support optimisation and continuous value delivery

Offboarding

Liva will support service transitions and offboarding by:

- Providing programme data in **open, non-proprietary formats** (currently providing **CSV extracts** for NHS programmes such as T2DR, DWMP and DPP, with **JSON available on request**)
- Enabling customers to **view, export, or request a full copy of their data at any time** via the support team, in common and appropriate formats
- Supporting deletion requests in line with GDPR, the Data Protection Act 2018 and Liva's privacy policy
- Applying proven transition principles from previous NHS service transitions (e.g., T2DR primary contractor transitions and NDPP subcontractor transitions) — noting that Liva Engage transition is simpler as it is a platform (not a standalone clinical programme)

Retention/archiving: archived data is managed using retention rules agreed with NHS Scotland; when retention periods end, data is deleted securely as agreed in relevant data processing/sharing agreements.

User Support

For individual patients

Support options referenced include weekday patient technical support, with package-dependent options.

Support Channel	Availability	Communication Method	Notes
Email Support	09:00–17:00, Monday–Friday	Email	All contacts are logged as tickets in Dixa CRM system
Telephone Support	09:00–17:00, Monday–Friday	Telephone	In-hours support for service and operational queries
Webchat Support	09:00–17:00, Monday–Friday	In-app / webchat	Real-time support during business hours
Help Centre	24/7	Online self-service portal	FAQs and troubleshooting guidance available at all times
Out-of-hours Contact Handling	Outside 09:00–17:00	Email / Help Centre	Requests are logged as tickets and followed up during support hours

Email support is available at support@livahealth.com.

Ticket management includes automatic acknowledgement, prioritisation rules to surface urgent issues (e.g., safeguarding or access-blocking technical problems), and routing to specialist teams where required. This supports a **4-hour response SLA** and **4 working days resolution target**.

For NHS organisations, local authorities, or other potential commissioners

- Assigned dedicated Account Manager holds monthly feedback and reporting sessions.
- No additional infrastructure setup is required.
- A quarterly anonymised report to track impact and provide health insights of participating individuals (e.g. employees or patients of NHS organisations).
- Implementation and launch plan, including marketing toolkit for internal promotion.

Following go-live, Liva provides proactive, structured account management to drive adoption, performance, and long-term value.

- **Proactive Adoption Management**
Dedicated account support begins immediately post go-live, with a focus on embedding the platform into day-to-day service delivery and achieving agreed KPIs.
- **Regular Check-ins**
Weekly check-ins during the early adoption phase to review usage, gather feedback, share best practice, and quickly surface and resolve issues.
- **KPI Monitoring & Reporting**
Ongoing monitoring of platform usage, engagement, and outcomes, with performance tracked against agreed metrics.
- **Monthly Service Reviews**
Monthly reviews of operational performance, including patient volumes, data usage, task completion, and support activity. Insights are shared, risks or deviations identified, and improvement actions agreed in line with SLAs and client objectives.
- **Issue, Complaint & Success Management**
Structured triage and escalation of support tickets, with proactive management of issues and recognition of successes as they arise.
- **Product & Service Feedback Loop**
Client and patient feedback is regularly reviewed internally to inform product development and service improvements.
- **Continuous Service Improvement**
Ongoing optimisation of the service based on performance data, client feedback, and emerging best practice, supporting renewal and long-term partnership.

Operational and Business Continuity

Liva maintains a business continuity plan with clear roles, responsibilities and structured actions for emergencies, protecting records and restoring services. Risk assessments and incident reviews drive continual improvement, and actions/decisions/changes are recorded and audited.

Backups: backups are stored encrypted within secure cloud storage, with encryption in transit and at rest using TLS 1.2+ and strong encryption standards.

BCP governance: the business continuity plan is reviewed annually and tested at least once every 12 months.

Database backups: Liva uses Amazon Aurora PostgreSQL with automated, continuous, incremental backups managed via AWS Backup. Backups are encrypted using customer-managed keys and replicated across regions and AWS accounts for resilience. Two backup schemes are in place: a “Golden” plan for production with long-term retention and cross-replication, and a “Silver” plan for non-critical environments with shorter retention and no replication.

Service Levels

- **Uptime:** 99.95%+
- Liva is designed for high availability with support for continuous releases to avoid disruption. Planned maintenance is scheduled during low-usage periods (typically overnight) and communicated in advance.
- Support model and SLAs described in the Service Desk section (4-hour response SLA; 4 working days resolution target).
- Our platform is designed for high availability, with support for continuous releases to avoid disruption to live services. Planned maintenance is scheduled during low-usage periods, typically overnight, and is communicated in advance. Maintenance activities are timed to avoid asynchronous meetings or critical business windows.

Penetration testing

Liva Healthcare’s last CREST approved penetration testing was carried out in March 2025. Attestation Letter and Summary of Penetration Test Risk Items and Status are available for review. The test result was positive and there were no medium or high risks highlighted by the testing body. Remediations of highlighted low-risk items were carried out and monitored.

Liva operates in accordance with clause 9.3.1 of Liva’s internal policy 04-205 Security of Liva’s Operations which states: “External penetration tests of Liva products (mobile applications, backend and AdvisorWeb) must be conducted at least annually. Any Critical or High exploitable vulnerabilities found during a penetration test must be fixed and re-tested to verify the vulnerability was corrected.”

Updates and patching

Liva follows a controlled update and patching process to ensure the service remains secure, reliable and available to users.

- All changes are tested and validated in controlled non-production environments before being released to the live service.

- Critical defects can be addressed rapidly through established DevOps processes, enabling targeted patching of individual system components without wider service disruption.
- Application servers are updated and patched using a rolling deployment approach to minimise downtime and maintain service availability.
- Planned major updates that require service interruption are communicated to customers in advance and scheduled outside standard office hours wherever possible.
- Where an update to the patient mobile application is recommended or mandatory, users are notified through an in-app message to support timely installation.

Standards and safety

Liva's governance and compliance posture includes:

- **DTAC compliance**, including clinical governance documentation and clinical risk management aligned to **DCB0129 and DCB0160**
- A **Clinical Risk Management System (CRMS)** to manage health IT hazards and operational incidents related to the Liva platform, reviewed and maintained within Liva's QMS
- A **Clinical Safety Case Report** under DCB0129, providing safety claims and evidence for mitigation of clinical risks, made available to key stakeholders involved in design/build/test/deployment
- Clinical governance led by **Medical Director Dr Ellie Heath**, with governance committee oversight and accountability through to the CEO/Board; operational implementation overseen by Service Director Hannah Pearman

Quality and Incident Management

Liva's Information Governance framework is based on **ISO27001** and audited yearly. Liva also holds externally assured **QISMET**, **DTAC**, and **Cyber Essentials Plus** accreditations, and operates a proven quality monitoring system/QMS with standards for data quality/validity, training/competency, data security and internal auditing.

Security

Liva's security approach includes:

- UK data hosting with strict access controls
- TLS 1.2+ encryption for data in transit
- AES-256 encryption for data at rest
- Role-based access controls with comprehensive logging/audit trails
- Two-factor authentication and single sign-on for internal systems
- Regular penetration testing, code reviews and monitoring
- No personal data transfers outside the EEA (data stored/processed in EEA environments)

GDPR compliance

Liva's GDPR approach includes:

- Clear, accessible privacy notices at the point of data collection
- Support for data subject rights (access, rectification, erasure, portability)
- Consent-based processing meeting GDPR standards (active/informed), with secure, time-stamped, auditable consent records
- Records of processing activities maintained in line with GDPR Article 30
- Ongoing compliance maintained through internal audits and external assessments linked to ISO27001 and Cyber Essentials Plus, and mandatory staff training

Accessibility accreditations

Liva Engage supports accessibility through multi-language support and dark mode (platform capability), alongside a broader accessibility approach including screen-reader compatibility and adjustable text to 200%, interactive content in 31+ languages (and 280+ via CMS), and coaching in 25+ languages. We are currently working towards **WCAG 2.1 AA**, with completion targeted for 2026. Our accessibility statement is published on our website (<https://www.livahealthcare.com/en/accessibility>).

Pricing

Pricing for Liva Engage, and all other Liva Healthcare services offered on G-Cloud 15, is provided as a separate accompanying pricing document.