

Pricing Document

Cloud-Based Clinical Management, Patient Communication and Virtual Care Platform

Version: 1.1

Effective date: 20 January 2026

1. Pricing model overview

The service is provided under the **CCS G-Cloud framework** using a transparent, usage-based and subscription pricing model. Buyers only pay for services they select and use.

All prices are **exclusive of VAT**.

There are **no mandatory minimum contract lengths** beyond the agreed order term.

2. Website services pricing

Standard practice website

Service	Pricing basis	Price
Standard NHS-compliant website setup	One-off fee	£50
Website hosting and maintenance	Per month	£10 per month

Included

- Standard website template
- Core pages (Home, Contact, Services, Patient Information)
- NHS-compliant content structure
- Content updates and information board changes
- Secure hosting and routine maintenance

Excluded

- Bespoke design or advanced customisation
 - Domain registration or third-party plugins
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3. Online consultations, GP software and virtual ward pricing

Per-patient usage pricing

Service	Pricing basis	Price
Online consultations and digital triage	Per patient	£0.10 per patient
Video consultations	Per patient	£0.10 per patient
GP clinical software access	Per patient	£0.10 per patient
Virtual ward and remote monitoring workflows	Per patient	£0.10 per patient

Notes

- Usage-based pricing
 - Charged per patient actively using the service
 - No minimum patient volumes unless agreed at order stage
 - Services may be purchased individually or in combination
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4. AI-assisted clinical scribing pricing

AI scribing service

Service	Pricing basis	Price
AI-assisted clinical scribing	Per consultation	£1 per consultation

Included

- AI-assisted transcription and structured clinical notes
- Secure processing hosted on AWS
- Clinician review and approval
- Audit logging and secure storage

Excluded

- Clinical decision-making or diagnosis
- Bespoke AI model training

Pricing is based on a **standard consultation duration of up to 15 minutes**. Consultations exceeding 15 minutes may be treated as additional consultations or charged proportionately, subject to agreement at the time of order.

AI-assisted scribing supports **administrative efficiency only** and does not replace clinical judgement.

5. SMS messaging pricing

Service	Pricing basis	Price
SMS messages (UK standard rate)	Per 160-character unit	£0.10 (10p) per unit

Notes

- One SMS unit equals up to 160 characters
 - Messages longer than 160 characters are charged as multiple units
 - Pricing applies to UK standard SMS only
 - Charges are usage-based and applied only for messages sent
 - SMS costs may reflect third-party provider rates
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6. Support pricing

Standard support (included)

- Online support ticketing available **24/7**
- Human support **9am–5pm UK time, Monday to Friday**
- AI-driven self-service support tool included

Enhanced support (optional)

Service	Pricing basis	Price
Enhanced support	Per organisation, per month	£500 per month

Enhanced support includes

- Priority ticket handling
 - Faster response times
 - Access to a **named cloud support engineer**
 - Proactive technical assistance
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7. Onboarding and training pricing

Onboarding options

Service	Pricing basis	Price
Online onboarding and training	One-off	Included (Free)
Onsite onboarding and training	Per day	£500 per day

Notes

- Onsite training is optional
- Discounts may be available depending on duration or organisation type
- Travel and accommodation costs are excluded unless agreed

8. Data management, exit and deletion

Service	Cost
Data export at contract end	Included (Free)
Secure data deletion and data expiry	Included (Free)

Notes

- Data is exported in standard, machine-readable formats (CSV, JSON, PDF)
 - Secure deletion is performed after confirmation of export
 - No mandatory exit or termination fees
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9. Appraisal and professional development pricing

Appraisal and CPD module

Service	Pricing basis	Price
Appraisal and professional development module	Per user, per month	£10 per user per month
Appraisal and professional development module	Per user, per year	£60 per user per year

Included

- Appraisal documentation and evidence management
 - CPD tracking and professional development records
 - Secure document storage and audit trail
 - Standard support
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10. Locum booking and management software pricing

Locum management module

Service	Pricing basis	Price
Locum booking and management software	Per locum user, per year	£10 per locum user per year

Included

- Locum availability and booking management
- Session scheduling and diary management
- Practice–locum communications
- Audit trail and secure access

Excluded

- Payroll or payments to locums
 - External agency fees
 - Bespoke integrations
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11. Patient health diary, education and self-management app (FREE)

Patient self-management module

Service	Pricing basis	Price
Patient health diary and self-management app	Per patient	Included (Free)

Included

- Recording of blood pressure, pulse, weight, BMI
- Daily mood and wellbeing tracking
- Patient-entered health diary entries
- Educational and self-management content
- Secure access for patients

Notes

- Provided at **no additional cost**
 - Supports patient engagement and self-management
 - Does not replace clinical assessment or monitoring
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12. Free trial

A **time-limited free trial** is available and includes access to **all service features**. No charges apply during the trial period. Continued use requires a paid subscription.

13. Educational and public sector discounts

Discounted pricing **may be available** for educational organisations or specific public sector use cases, subject to eligibility and agreement at the time of order.

14. Pricing transparency statement

This pricing document is provided in accordance with **CCS G-Cloud requirements**. Pricing is clear, transparent, non-discriminatory, and usage-based where applicable. Buyers are not charged for services they do not use.