

Service Definition

Cloud-Based Clinical Management and Patient Communication Platform

1. Service overview

This service is a secure, cloud-based **software-as-a-service (SaaS)** platform designed for **GP practices, primary care providers, and healthcare organisations**. It supports clinical and administrative workflows while enabling safe digital communication with patients.

The service is accessed via a standard web browser and supports both in-person and remote care delivery. It is designed to reduce administrative burden, improve efficiency, and support compliant digital healthcare services.

2. Key features

- Cloud-hosted, browser-based SaaS with remote access
 - Clinical and administrative management tools
 - Structured clinical documentation and document management
 - Secure messaging and real-time chat
 - Video consultation capability
 - Digital triage forms and online patient communications
 - AI-assisted self-service and clinical support tools
 - Audit logging with role-based access control
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3. Key benefits

- Reduce administrative workload through structured digital workflows
- Enable secure access from any location or device
- Improve patient communication using digital channels
- Support remote and hybrid care delivery
- Keep patients safely at home, reducing hospital admissions
- Reduce waiting times through digital triage
- Improve accountability using audit trails
- Support consistent workflows across teams

4. Service scope and limitations

The service provides tools for clinical management, patient communication, and digital workflows. It supports—but does not replace—clinical judgement and does not provide autonomous clinical decision-making.

A reliable internet connection and modern web browser are required. Some advanced configuration and administrative functions are best accessed on desktop devices.

5. Hosting and infrastructure

The service is hosted on **Amazon Web Services (AWS)** using **UK-based cloud infrastructure**. It operates as a multi-tenant SaaS platform with logical separation of customer data.

The platform uses resilient cloud architecture, automated monitoring, and secure backup processes to support availability and performance.

6. Security and compliance

The organisation operates an information security framework aligned with **ISO/IEC 27001** principles.

Security controls include:

- Encryption in transit using **TLS 1.2 or above**
- Encryption of data at rest
- Role-based access control
- Multi-factor authentication for management access
- Audit logging and monitoring
- Annual external penetration testing

7. Accessibility

The service interface is designed in line with **WCAG 2.2 AA** accessibility standards. It supports keyboard navigation, screen readers, responsive layouts, and use on desktop and mobile devices. Accessibility is reviewed as part of ongoing service improvement.

8. Support and onboarding

Users are supported through a structured onboarding process, including remote setup assistance, online training, and access to user documentation.

Online support ticketing is available **24 hours a day**. Human support is available **9am–5pm UK time, Monday to Friday**. An AI-driven self-service support tool, implemented using **AWS Bedrock**, is available prior to escalation to a support operative.

9. Availability and resilience

The service is designed for high availability and is hosted on resilient AWS infrastructure across multiple availability zones. The supplier guarantees **99.9% monthly availability**, excluding planned maintenance.

System health is continuously monitored. Planned maintenance is scheduled to minimise disruption. Further resilience and disaster recovery details are available on request.

10. Data export and exit management

At contract end, users can request a full export of their data in standard, machine-readable formats such as **CSV, JSON, or PDF**. This is included in the contract price.

Support is provided to enable switching to a new provider. Following confirmation of successful data extraction, customer data is securely deleted in line with information governance and data sanitisation policies.

11. Customisation

Authorised administrators can customise:

- Practice website content and pages
- Patient information boards and notices
- Forms, templates, and workflows
- Patient communications and notifications

All customisation is performed through a secure web-based interface with role-based permissions.

12. Free trial

A **time-limited free trial** is available and includes access to **all service features**, allowing buyers to fully evaluate the platform before committing to a paid subscription.