

Planner - Pricing Document

Supplier: Suvera Limited

Product: Planner (AI SaaS for GP Population Health Management)

Pricing Structure

Free Tier

Price: £0 per month

What's included:

- Up to 2,000 patient recalls per year
- Full access to all Planner features
- AI-powered recall suggestions
- Auto-generated blood test forms
- Smart booking links
- Patient submission forms
- Daily EHR sync (EMIS or SystmOne)
- Analytics and forecasting dashboard
- Standard support (email and phone, 9am-6pm Monday-Friday)

Best for: GP surgeries wanting to trial Planner or with lower recall volumes

Premium Tier

Price: Based on Virtual Clinic usage

How it works:

- 750 patient condition recalls via Suvera's Virtual Clinic unlocks unlimited Planner recalls
- Virtual Clinic pricing follows NHS Network Contract DES specification rates

What's included:

- Unlimited patient recalls via Planner
- All features from Free Tier
- Integration with Suvera's Virtual Clinic
- Coordinated care between practice and virtual clinic
- Priority support

Best for: GP surgeries with high recall volumes or those using Suvera's Virtual Clinic services

Payment Terms

Invoicing: Monthly in arrears
Payment due: 30 days from invoice date
VAT: Added where applicable
Currency: GBP (£)

Contract Terms

Initial contract period: 12 months
Auto-renewal: 12-month periods
Notice period for termination: 3 months
Setup fees: None
Termination fees: None
Data extraction fees: None

Fee Adjustments

- Fees may increase after the Initial Term with at least 6 weeks' written notice
- Fee increases will not occur more than once every 12 months
- Fees may be adjusted in line with NHS guidelines based on maximum reimbursable amounts outlined in the Network Contract DES specification

Additional Costs

There are no hidden costs. The service includes:

- ✓ Platform access and hosting
- ✓ Daily EHR integration
- ✓ Regular platform updates and improvements
- ✓ Security and data protection
- ✓ Technical support during business hours
- ✓ User training and documentation
- ✓ Data storage

What You Need

To use Planner, you must have:

- EMIS Web or TPP SystmOne as your EHR system (or a compatible EHR) (no additional cost required)
- IM1 integration enabled (no additional cost required)
- Compatible web browser (Chrome, Firefox, Safari, Edge)
- Internet connection

Ordering

Via G-Cloud 15 Digital Marketplace:

1. Search for "Planner" by Suvera Limited
2. Select your tier (Free or Premium)
3. Complete the order form
4. We'll contact you within 2 business days to begin onboarding

Direct contact:

- Email: partnerships@suvera.co.uk
- Phone: 08000 488371
- Contact: Dr William Gao, CCO & Co-Founder

FAQs

What counts as a "recall"?

A recall is when a patient is contacted (via SMS, phone, or letter) through the Planner system to book an appointment for a blood test, review, or medication check.

Can I upgrade from Free to Premium?

Yes, at any time. Contact us to discuss Virtual Clinic integration.

Can I downgrade from Premium to Free?

Yes. After your contract ends, you automatically revert to the Free Tier (2,000 recalls per year) if you don't renew Premium.

What happens to my data if I stop using Planner?

All your data remains in your EHR system (as Planner syncs daily). We delete our copies in accordance with GDPR timelines (typically within 30 days).

For full terms and conditions, please see our Terms and Conditions document.

Suvera Limited | Company Registration Number: 12237910
1st Floor Aylesbury Works, 19 Aylesbury Street, London, EC1R 0DB
NHS ODS Code: R7U1N | ICO Registration Number: ZA567382