

GP Triage – Pricing

Pricing Model Overview

GP Triage uses a transparent per-patient / per-annum pricing model with a fixed onboarding fee per practice. Pricing scales for practices, PCNs and ICBs, allowing both small and large organisations to contract without bespoke negotiations. There are no additional transaction fees or usage-based costs, and the platform is licensed for all duty team, clinical and administrative users within the contracted organisation.

Pricing for GP Triage is split in line with G-Cloud Lot structure:

- **Lot 2b – Cloud Software (SaaS)** – licensed on a per-patient, per-annum basis and covers access to the GP Triage platform, clinical system integration, automated booking, structured intake, patient communications, platform maintenance, updates, and production support.
- **Lot 3 – Cloud Support (Onboarding & Configuration)** – delivered as a one-off onboarding service per practice/organisation to configure operating models, triage pathways, booking rules, clinical system integration workflows, user access, and training ahead of go-live.

There are no usage-based fees and no per-user licensing limits. The SaaS licence covers all duty team, clinical and administrative users in the contracted organisation.

Contracting supports practice, PCN, and ICB-level deployments, with standard terms and pricing tiers to ensure scalability.

SaaS Pricing (Cloud Software – Lot 2b)

SaaS pricing for GP Triage is charged per-patient, per-annum, based on the registered list size of the contracting organisation (practice, PCN, or ICB).

Pricing tiers allow both small and large organisations to contract without bespoke negotiations. The SaaS licence includes:

- Clinical system integration
- Structured intake workflows
- Automated booking and routing
- Platform maintenance and updates
- Production support
- Unlimited clinical and administrative users

There are no transactional fees and no usage-based charges.

Contract length is a standard 3-year term, with optional break clauses aligned to local commissioning requirements.

Price Tiers (per list-registered patient, per-annum)

Individual Practices	£0.75
PCNs <75,000 patients	£0.68
PCNs >75,000 patients	£0.65
ICBs	£0.58

Cloud Support Pricing (Onboarding & Configuration – Lot 3)

Onboarding for GP Triage is delivered as a one-off charging model. The onboarding service covers local configuration, clinical system mapping, booking rules, training, and go-live support for the contracted organisation.

The onboarding fee includes:

- Operating model configuration
- Booking rules and pathways setup
- Clinical system configuration workflows
- User setup and access control
- Training for duty teams, clinical users, and administrators
- Go-live support

Pricing (one-off, per practice)

Individual Practices

£1,500

ICBs

On request

Onboarding fees are charged once per practice at the start of the contract term.

Subsequent pathway or workflow changes are covered under standard support and do not incur separate charges unless materially out-of-scope.

Scope Clarification

Lot 2b (Cloud Software) includes:

- Access to the GP Triage platform
- Clinical system integration
- Duty and routine workflows
- Automated booking engine
- Platform security and compliance
- Maintenance, support, and updates

Lot 3 (Cloud Support) includes:

- Implementation
- Configuration
- Training
- Go-live support

Out of Scope

The following are not included unless expressly agreed:

- Bespoke feature development outside of the initial agreed scheme of work for system set-up and customisation
- Integration into non-NHS clinical systems
- Multi-geography workforce modelling outside NHS England commissioning structures
- Custom reporting beyond standard exports
- Data extracts requiring engineering work

These can be quoted separately if required.

Optional Note

- No minimum seat/user commitment
- Unlimited duty, clinical, and administrative users
- No per-request fees
- No integration surcharges

Definitions

- **PPPA** – per-patient, per-annum, based on contracted list size
- **Practice** – individual GP practice contracted for SaaS and onboarding
- **PCN** – Primary Care Network grouping practices under a shared contract
- **ICB** – Integrated Care Board contracting across regional population
- **Onboarding** – implementation, configuration, training, and go-live support

Version – Pricing v1.0

Last Updated – 24th January 2026

Status – Draft for G-Cloud 15 Submission

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