

G-Cloud Service Definition

Pre-Assessment Clinical Triage (PACT)

Crown
Commercial
Service
Supplier

G-Cloud NEC Health – PACT Service

Service Definition

This Service Definition is available to any medical service with a waiting list with more than 100 patients.

The service is provided by NEC Software Solutions UK Limited.

Pricing is valid for a minimum period of 4 year.

Overview of Service

The award-winning PACT (Pre Assessment Clinical Triage) digital application revolutionises elective recovery by significantly increasing the number of patients who can complete pre-assessments while waiting for surgery. This innovation transforms the pre-assessment process enabling up to 70%+ of patients to for-go face-to-face appointments. By reducing the need for face-to-face visits, PACT helps minimise reattendance rates and enhances the efficiency of surgical theatre operations.

In contrast, without PACT's digital health questionnaire, providers would rely on a labour-intensive manual triage systems to identify patients ready for surgery. This manual approach would increase administrative validation time and require more clinician involvement. The absence of PACT's 'traffic light' system would further restrict the time available to optimise patients, leading to a process highly dependent on administrative checks to determine readiness. Moreover, without PACT, Patient-Reported Outcome Measures (PROMs) would need to be collected on paper forms. The most critical impact, however, is the reduced ability to efficiently identify high-volume, low-complexity patients for increased theatre throughput. This setback would hinder compliance with GIRFT directives and obstruct the goal of achieving hub accreditation at the NOC.

Service

PACT is a user customised service running on the PRO-MAPP Personalised Pathway Platform hosting securely in the UK.

No IP is given or passed either way as part of this contract or license and remains the ownership of originating parties.

Platform License

The client is assigned a yearly license to use the platform for the delivery of the PACT services for use by staff and patients.

Maintenances, backup, and disaster recovery of the platform is included for the period of the contract.

Device License

50 Tablet App licenses for use in Directorate 50 Staff App or Desktop unique logins to access the PACT service Dashboard updated daily to reflect patient's flow.



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About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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