

psyomics

Pioneering a new era in precision mental health with beseen™

Service Definition
Document



Psyomics Service Definition Document

Executive Summary

Psyomics offers a suite of digital mental health tools for all ages that have been co-produced with NHS clinical partners and patients. These tools standardise information capture, streamline pre-assessment activity, and support more efficient patient flow and ongoing management once in treatment.

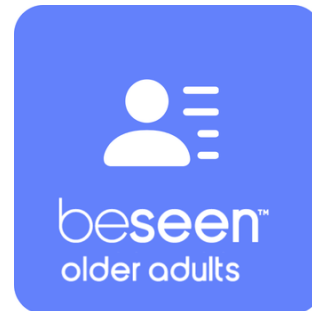
About us – Psyomics

Psyomics provides digital infrastructure for mental health services to improve how they capture, understand, and use information from service users. Our platform, *beseen*, enables users to securely share structured, clinically validated mental health information once, online, and in their own time, creating a consistent, high-quality information set that is available directly within existing clinical systems.

By integrating seamlessly with EPR systems, *beseen* turns complex information into clear, actionable reports, reducing variation, delays, and administrative burden while supporting safer, more confident decision-making. Our multidisciplinary team of clinicians, researchers, and technologists work closely with NHS partners to redesign processes, improve patient experience, and make better use of scarce clinical capacity. Rather than replacing clinical judgement or changing care models, Psyomics standardises information capture, streamlines pre-assessment activity, and supports more efficient service flow. We also offer waiting list validation and check-ins, psycho education, PIFU, PROMS, and bespoke referral pathways.

beseen is already deployed across multiple NHS mental health trusts and ICBs. Psyomics was part of the NHS Innovation Accelerator (NIA) 2025 cohort.

We work in partnership with providers to scale safe, evidence-led digital transformation within mental health services, helping the NHS meet today's needs and future demands.



Benefits & Value Proposition

beseen can be deployed across care settings and services at all levels of care delivering transformative value to NHS mental health services through comprehensive, structured information gathering that enhances clinical efficiency and patient engagement.

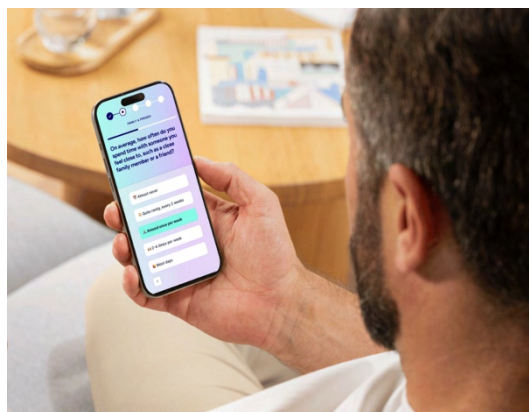
Operational Efficiency: NHS trusts and ICBs implementing **beseen** report a **c.30%** reduction in referral-to-treatment time and a **c.67%** decrease in repeated assessments. By collecting detailed self-reported information before clinical appointments, healthcare professionals receive a comprehensive self-reported context, enabling more focused and productive sessions.

Enhanced Patient Engagement: Real-world use demonstrates strong engagement, with around **50%** of assessments completed within 48 hours, **20–25%** submitted out of office hours at times convenient to patients, and **70–80%** completion rates for engaged service users. The trauma-informed design, featuring patient choice workflows and optional sections for sensitive topics, respects patient autonomy whilst maintaining clinical value.

Patient feedback is positive:

- **73%** found the assessment relevant
- **76%** felt it covered most or all relevant areas
- **63%** found it easy to complete

Patient feedback, December 2025



Clinical Quality: Beseen organises clinically validated DSM-5 measure scores alongside comprehensive contextual information, including the 5Ps framework. All raw responses are transparently displayed with traceable score breakdowns, enabling clinicians to verify calculations and understand patient experiences in depth.

Workflow Integration: As a Health IT system, Beseen integrates seamlessly into existing clinical pathways and NHS EPRs without disrupting established processes. Healthcare professionals maintain full clinical autonomy whilst benefiting from structured, comprehensive patient information that supports, rather than replaces, clinical judgement.

Evidence Base & Clinical Outcomes

beseen uses established, evidence-based clinical measures alongside bespoke, trauma-informed question sets developed in line with good clinical practice.

The platform incorporates widely used, validated tools including PHQ-9, GAD-7, SPIN, PDSS, AUDIT, and DAST-10, applying published cut-off scores to ensure clinical familiarity and confidence.

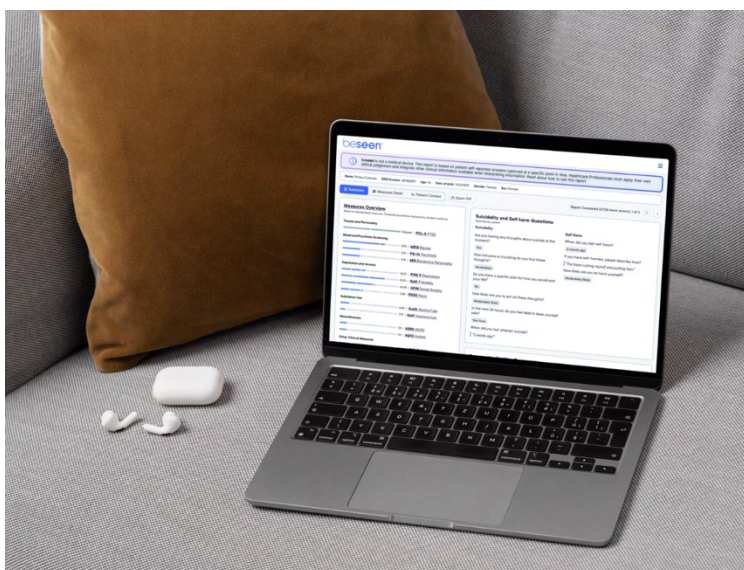
Independent service evaluations have shown measurable benefits, including a **30%** reduction in referral-to-treatment times and a **67%** reduction in repeat assessments.

All scoring is fully transparent and clinically verifiable, using peer-reviewed methodologies, with raw responses visible to clinicians. *beseen* operates as a Health IT system and does not provide diagnostic suggestions, directed clinical decision support, risk predictions, or triage recommendations. All clinical interpretation, decision-making, and risk management remain with appropriately qualified healthcare professionals. *beseen* operates under ISO 13485 and is fully compliant with DCB0129 clinical risk management requirements.

Clinical Model & Care Pathways

beseen functions as a comprehensive information gathering and communication tool that integrates into mental health services at different stages of care pathways and is adapted during implementation to specific provider pathways, EPRs and workflows.

As an example, the adult mental health report includes the following key domains: an overview, details of the validated clinical measures, and rich patient context information (e.g., using 5Ps framework, current medication, housing, financial concerns, connections/relationships with others, caring responsibilities), and direct responses to suicidality and self-harm questions.



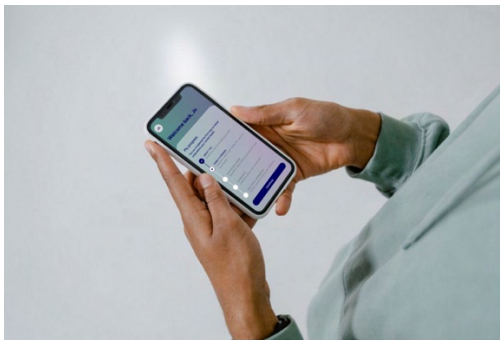
At the front door to services, *beseen* sits before the initial clinical assessment. After a referral is received and an initial triage has been completed. Healthcare professionals receive structured reports accessible via web browser or PDF download, accessed via the EPR or a clinician web portal, containing the information that is used to support the clinical assessment.

Inclusion Criteria:

- Adults (18+) and young people (5–17) accessing mental health services
- Access to an internet-enabled device (phone, tablet, computer)
- Suitable for pre-assessment or ongoing information gathering

Exclusion Criteria:

- Patients in acute mental health crisis
- People with a cognitive impairment that prevents their comprehension such as severe and profound learning disability or late-stage dementia



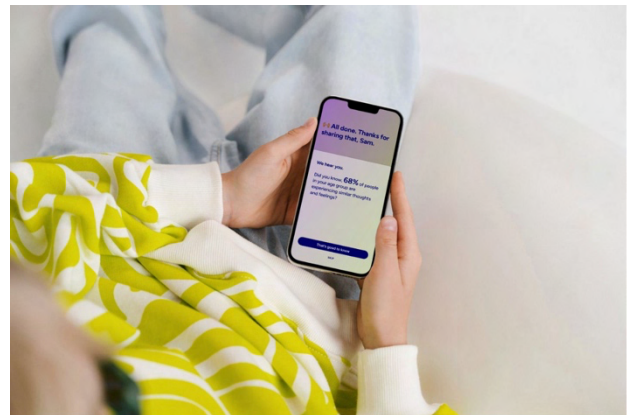
Accreditations, Frameworks and Standards

- **Cyber Essentials and Cyber Essentials Plus certified:** Independently verified controls demonstrating protection against common cyber threats, with Plus providing hands-on technical assurance.
- **NHS Data Security and Protection Toolkit:** Annual self-assessment confirming compliance with NHS data protection, information governance, and cyber security standards.
- **DCB0129:** Clinical risk management standard ensuring digital systems are designed and operated safely to minimise patient safety risks.
- **Digital Technology Assessment Criteria (DTAC):** Approved, meeting national standards for clinical safety, data protection, interoperability, and security.
- **FHIR HL7 v2 integration capabilities (REST API) with SNOMED CT coding:** Enables secure, standards-based interoperability with NHS systems using structured, clinically coded data.
- **NHS-approved Data Protection Impact Assessment (DPIA):** Formal assessment identifying and mitigating data protection risks, reviewed and approved in line with NHS requirements.

Clinical Risk Management

Regulatory Framework: *beseen* maintains full compliance with NHS Digital Clinical Safety standards DCB0129 (manufacturer responsibilities) and supports healthcare organisations' DCB0160 obligations (deployment organisation responsibilities).

Healthcare Provider Responsibilities: Organisations deploying *beseen* must conduct local risk assessments under DCB0160, implement appropriate local controls, integrate *beseen* outputs into clinical workflows safely, train staff appropriately (materials are provided), and maintain their own clinical safety documentation. *beseen* provides information-gathering and communication capabilities; all clinical decision-making and risk management remain with qualified healthcare professionals.



Hosting, Backup & Disaster Recovery

Product Hosting

beseen is delivered as a secure, browser-based digital service. Patient-facing access is mobile-first and optimised for smartphones, with full functionality also available via a standard web portal for desktop and tablet devices.

Data Backup

beseen databases are securely backed up every 24 hours to cloud-hosted infrastructure operated by Amazon Web Services (AWS), with data stored and processed exclusively within the UK.

Disaster Recovery

Psyomics maintains a comprehensive disaster recovery plan covering a wide range of potential scenarios, including staffing, technical, operational, and environmental risks. The plan sets out clear procedures for timely service restoration in the event of disruption, alongside defined processes for communication and incident reporting where product performance or availability may be affected.

The disaster recovery plan is reviewed and scenario-tested at least annually.

Psyomics' products are hosted on industry-leading, high-availability infrastructure, with average monthly uptime of **99.99%**, contractually assured through service level agreements (SLAs), to minimise the risk of service interruption.

Product updates and scheduled maintenance are delivered through controlled, agile release processes, in line with Psyomics' Quality Management System, including testing, deployment, and post-release monitoring.

Implementation Approach

The standard Psyomics approach to implementation and onboarding focuses on four workstreams, detailed below.

Project Management and Governance

- Stakeholder mapping across the four workstreams
- Project initiation meeting and documentation, implementation plan, and confirmation of RACI and scope
- Weekly project delivery groups
- Monthly programme delivery board for progress monitoring, risks and issues, escalations, and project management

The project plan will be updated weekly, and on go-live, a project close meeting will take place to transition to Business as Usual.



Onboarding Process

Each customer is supported by a dedicated project manager and technical lead to ensure a smooth and well-governed implementation.

A tailored onboarding process captures both technical and service requirements, enabling the creation of a test environment for end-to-end user testing. Once testing is complete and all stakeholders have formally signed off, the platform is deployed into the live environment following a final pre-go-live check.

Product training is flexible and scalable. A comprehensive set of supporting materials is provided, including training slides, FAQs, and reference materials for validated measures.

Offboarding Process

When a client's contract with Psyomics comes to an end, the service enters a managed exit phase. This includes an end-of-project review to capture lessons learned.

Clients retain access to their data throughout the contract period. As Psyomics operates as a data processor, continued access following contract end is determined by contractual requirements and may incur additional cost.

If authentication or platform access is to cease, this is clearly communicated in advance of the end date. Where requested, all data and associated materials are securely deleted in line with agreed data retention and destruction policies.

Technical Integration

- Initial technical discovery session to understand the customer's technical architecture
- Sharing of **beseen** API documentation and EPR integration details
- Completion of a customer onboarding form to establish configuration requirements for the **beseen** platform, including supported staff authentication methods (e.g. NHS Single Sign-On)
- Provision of a User Testing and Acceptance environment, followed by testing and formal sign-off prior to deployment in the live environment
- Mapping of referral and assessment processes is undertaken alongside corresponding EPR and clinical administrative workflows to understand the current ("as is") and future ("to be") state. This enables full interoperability between **beseen** and the customer's EPR systems.

A business analyst and a senior integrations specialist are required from the customer to support this workstream.

Operational Service Delivery and Clinical Leadership

Operational service delivery and clinical leadership will be underpinned by close collaboration between Psyomics, Trusts, and ICB partners to ensure safe, effective, and sustainable implementation of the beseen platform. This will focus on aligning clinical governance, operational processes, and digital workflows, while supporting local ownership and clinical engagement throughout delivery. Key elements include:

- Agreement on validated clinical measures required and not required within the Beseen questionnaires
- Development of a local standard operating procedure (SOP), supported by the Psyomics Programme Director
- Use of “to be” process maps to illustrate changes to EPR and clinical workflows resulting from implementation of the Beseen platform

Regulatory and Compliance

- Provision of DCB0129 documentation
- Support from the Psyomics Clinical Director and Clinical Safety Officer for customer-led DCB0160 hazard workshops, ensuring transferred hazards are understood and appropriately mitigated
- Provision of information governance and technical certification documentation
- Agreement of a Data Sharing Agreement issued by the customer to Psyomics

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DCB0160



NHS Data Security
Protection Toolkit