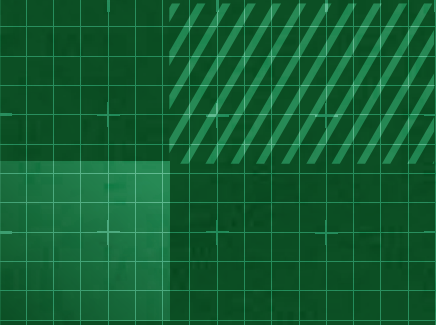
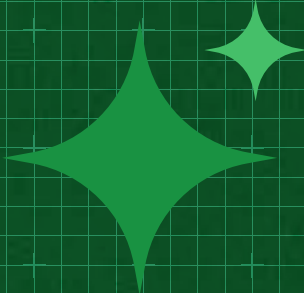


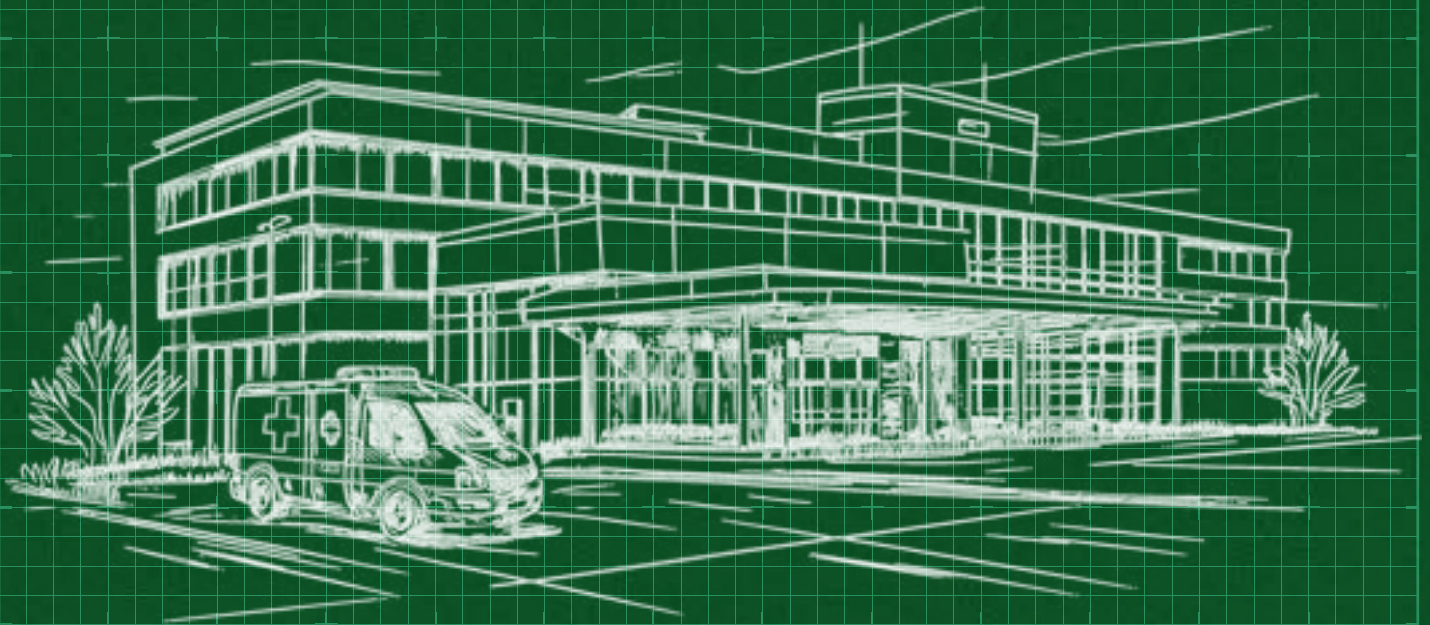


DrDoctor



G-Cloud-15:

Service Definition Document



The future of healthcare is not digital. **It's Hybrid.**

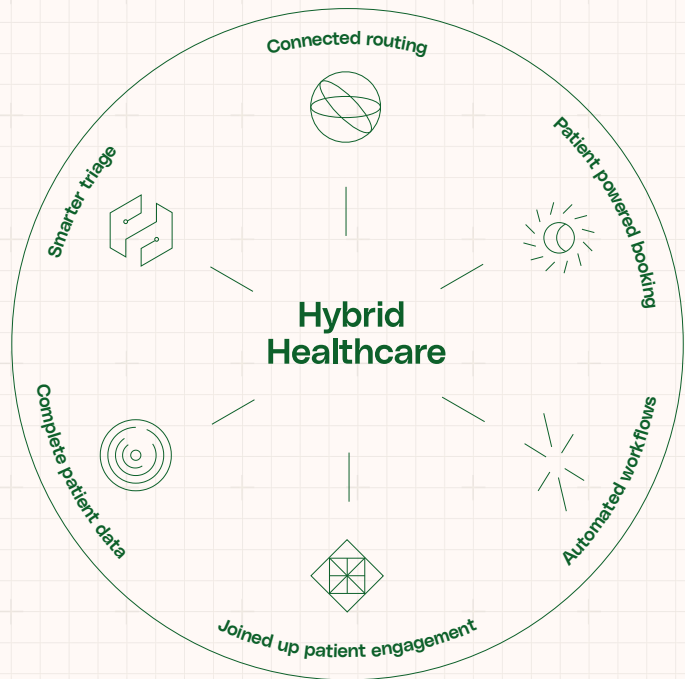
There will always be a demand for face-to-face healthcare. However, scaling services to meet demand requires smarter systems, better processes and new models of delivery.

We call this Hybrid Healthcare, a model that blends technology with human-led care, keeping patients at the centre and improving access without compromising quality.

DrDoctor partners with NHS teams to redesign outpatient pathways, remove friction, and accelerate and scale frontline productivity programmes, aligned to emerging tariffs and local priorities.

HybridOS is delivery vehicle for that change, turning improvements into business as usual, connecting patients, carers and systems to deliver joined-up patient engagement, automation and pathway co-ordination.

The result is Hybrid Healthcare delivered reliably across services, with impact you can measure and maintain.



Behind every great patient experience lies DrDoctor

Our award-winning technology and expertise enable the NHS to transition to a hybrid model of healthcare, sustaining impact and ensuring care systems can meet growing demand without sacrificing quality.

4.2 ★ 1.5K+ reviews  ★ Trustpilot

160m+

Appointments Managed

47m+

Patients Supported

70+

Trusts & Health Boards

Service Definitions

Overview

HybridOS combines the best of outpatient transformation with technology built for the NHS. It enables a data-driven model of care that coordinates activity across services, teams and channels, helping deliver care that is more patient-centred, efficient and consistent.

Built over 14 years in partnership with the NHS, HybridOS supports joined-up patient engagement, workflow automation, and pathway coordination. It brings guided intelligence into day-to-day operations, from adaptive, agentic-led conversations that can book and manage appointments, to insights that helps teams act earlier and with greater confidence.

HybridOS supports multi-channel engagement across SMS, email, web and the NHS App, alongside agentic voice and human teams supported by AI, ensuring services can meet people in the channel that works best for them.

As a trusted delivery partner to the NHS, DrDoctor continues to innovate and refine HybridOS in partnership with our NHS partners and colleagues, ensuring the platform evolves to meet changing service needs and priorities now and in the future.

If you require capabilities not listed in this service definition, please contact sales@drdoctor.co.uk to discuss your requirements.

Mini PEP

Rapid patient communications and self-serve appointment visibility. Mini PEP is a lightweight, web-based portal that helps teams launch digital engagement quickly. Send messages to large cohorts, collect fast responses, and give patients and service users a simple way to view their appointments, with NHS App access supported where enabled.

Designed for rapid deployment, Mini PEP reduces inbound calls and takes pressure off admin teams by getting the right information to the right people, at the right time. It can complement existing portal capability by providing a consistent patient layer and strengthening NHS App functionality without replacing current systems, with a clear path to scale into the wider HybridOS platform as requirements grow.



Appointment Viewing

A simple, web-based portal for patients and service users to view upcoming appointments and key information in one place. Supports 'NHS login' to streamline access, improve confidence, and reduce avoidable inbound queries.

Appointment Notifications

Automatically send SMS, email and NHS App notifications where available for upcoming appointments. Notifications are configurable at service or clinic level, including wording, channel and cadence, and can be deployed to cohorts at pace. The result is fewer DNAs, higher response rates, and patients and service users who feel prepared rather than surprised.



Based on an analysis of 2.6m appointments, turning on appointment reminders reduces DNA rates by 27% where clinics were switched on with reminders.

Staff Portal

Staff Portal sits above HybridOS capabilities, giving administrators granular self-serve control to configure and customise the platform to local service and clinic needs, without lead times or burdensome change requests. It provides one intuitive space for configuring functionality, managing patient lists, viewing responses, and acting quickly, supporting operational efficiency, stronger governance, and data-led performance management.

Broadcast Message

Send an SMS message to up to 10,000 care contacts at once. Broadcast messages are fully configurable, providing a fast channel for service updates at scale that helps protect attendance and keep services moving during disruption, without requiring integration.



Northumbria Healthcare NHS Foundation Trust used broadcast messaging during nursing strikes, improving DNA performance by 38.9%.

Quick Question

Create and send a simple, configurable question to a cohort in minutes using an uploaded contact list. Responses (Yes/No/Unsure) are captured and analysed in real time within the Staff Portal, helping validate waiting lists, release capacity, and fill short-notice clinic appointments.



NECU in Scotland used Quick Question to validate 81,000+ patients across 8 NHS Health Boards, reduce waiting lists by 9% and deliver £3.57m in cost avoidance in 6 months.

Patient Engagement

Patient Engagement builds on Mini PEP to provide a best-in-class, end-to-end engagement layer for care services. Designed for the realities of the NHS, it connects patients, carers and teams through a single, joined-up system across key touchpoints so messages and appointment actions land where they should, when they should, without waiting for letters or spending time on the phone, reducing bottlenecks, easing admin pressures and helping services move faster, safely.



Appointment Management:

Appointment management gives patients and service users simple, self-serve ways to act on appointments, while keeping teams in control. By capturing confirmations, change requests and cancellations through SMS and the Patient Portal, services can reduce phone-based chasing, protect clinic capacity, and respond faster when plans change.

Confirm

Patients and service users can confirm attendance via SMS/email or within the Patient Portal, giving teams real-time visibility of who is attending and who may need follow-up. This reduces manual chasing, helps protect clinic capacity, and delivers shorter waiting times.

Request Reschedule

Patients can request a reschedule via SMS or the Patient Portal, while teams remain in control. Requests are reviewed and managed in the Staff Portal before being actioned in the PAS/EPR, helping services process changes at scale, reduce inbound calls, and reallocate capacity faster.



On average, request-based rescheduling reduces DNA rates by 30%, with each successful request saving 1.3 minutes of admin time.

Request Cancellation

Give patients a simple way to cancel appointments via SMS or the Patient Portal, with requests routed to the Staff Portal for review and actioning. This reduces late notice DNAs, releases capacity earlier, and helps teams rebook slots quickly, without time-consuming phone calls.

Digital Letters

Deliver communications quickly in the format that best suits each patient, using a digital-first approach with built-in fallback to print required. Letters are tracked, and patients who do not open digital correspondence can automatically receive printed copies, reducing risk while improving timeliness and cutting avoidable print spend.



Oxford University Hospitals achieve an average print avoidance rate of 87%, saving over £1.85m annually.

Video

Launch secure video consultations directly from the PAS/EPR and run mixed clinics that switch smoothly between in-person and remote formats. Patients can join from any device via a web browser, including from within the NHS App where applicable, with clear notifications and a simple intuitive experience. Virtual waiting rooms, live chat, screen sharing and breakout rooms further support the delivery of high-quality remote care without introducing parallel processes.

Messaging

A two-way messaging capability that gives teams a single, unified inbox to communicate with patients and service users in real time. Teams can manage multiple conversations, use templates for consistent messaging, and track delivery, open and response status.



On average, Direct Messaging boosts booking team productivity by 80% and increases response rates by up to 54%.

Pathway Transformation

Pathway Transformation is where Hybrid Healthcare becomes operational at scale. It combines patient-generated insight, automation and interoperability so care teams can run safer, more responsive pathways without relying on manual chasing or system workarounds. Instead of collecting data that sits in a silo, HybridOS helps you capture what matters, route it to the right team, and trigger the next step at the right time.

Built on our experience delivering outpatient transformation at scale across the NHS, Pathway Transformation delivers modern hybrid care pathways that are asynchronous, automated and patient-powered. It gives clinicians a clearer picture before contact, improves triage and prioritisation, and helps services focus capacity where it makes the biggest difference.

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Ad-Hoc Forms

Create and send customised questionnaires aligned with the NHS design system. Use logic, calculations and images, and re-use questions across forms via a shared library. Patients and service users complete forms securely in the Patient Portal, and teams can analyse responses in Staff Portal or export to CSV for reporting and audit.



At Chelsea and Westminster Hospitals, digital forms used for screening saved 15 minutes of admin time per patient on an endoscopy pathway.

Form Builder & Library

Build once, reuse many times. A central library of your questions and templates supports consistency across services, reduces duplication, and speeds up the rollout of new forms and pathways.

PIFU

Enable patients on a PIFU pathway to request a follow-up when they need it, within clear eligibility rules and controls set by your service. Messages and limits are configurable, and patients are automatically offboarded when eligibility ends, protecting vital clinical capacity while keeping patients supported.



PIFU saves an average of 1.6 outpatient appointments per patient, reducing unnecessary follow-ups and creating capacity for higher-need care.

Advanced automated forms and write-back

Automate when forms are sent and what happens next. Trigger digital forms pre- and post-appointment, at timed intervals for remote monitoring (PROMs), or from dynamic patient lists. Submissions return in real time and can be exported via HL7 or FHIR APIs, converted to PDF, and written back into the EPR. Clinical Coding supports structured write-back into specific EPR data fields, improving consistency and reducing re-keying.

Digital forms support triage and stratification, remote monitoring over time, and safer reduction of unnecessary appointments.



Nottingham University Hospitals NHS Trust saw a 54% reduction in follow-up appointments for breast oncology services using digital forms for follow-up management.

Pathway Transformation Pro

Pathway Transformation Pro unlocks the Pathways Engine, so patient data can trigger the next step automatically. Using configurable criteria, triggers and branching logic, services can build hybrid clinical pathways and administrative workflows that respond to need in real time, improve consistency, and reduce repetitive work.

Pathways Engine

Bring HybridOS capabilities together into end-to-end pathways. Automatically route, escalate, and follow up based on patient signals, with the right communications and actions triggered at the right time. The admin runs in the background, patients progress smoothly, and clinical teams stay focused on delivering high value care.

Scheduling Suite

Put your patients in the driver's seat with more flexibility to book care at times that work for them. You make access to care easier, safer, and more efficient, while keeping clinical teams in the loop and your systems fully in sync. By enabling patients to take action when it matters, you reduce delays, cut unnecessary appointments, and support a smoother shift to preventive care.

Automated Rescheduling

Eligible patients and service users can choose an alternative appointment slot that works for them, with changes written back to the PAS/EPR in real time. This removes the need for manual rebooking, reduces “phone tag”, and helps keep clinics at planned capacity.

Automated Rescheduling saves over 5 minutes of admin time per change, freeing booking teams to focus on patients and service users who need more support.

Automated Scheduling

Eligible patients and service users are invited to book their own appointment when slots become available, typically within a defined window. Bookings are written back to the PAS/EPR in real time, reducing manual workload while improving waiting list management and keeping services in control of rules and capacity.

To fully realise Automated Scheduling and Automated Rescheduling, services typically need a partial booking model in place for 80% of their services. Where required, DrDoctor can support the design and rollout of partial booking models through our delivery partner services.

On average, Automated Scheduling reduces DNA rates by 25% and call volumes by up to 40%, saving over 5 minutes of admin time per appointment.

Specialist addons:

Specialist add-ons extend HybridOS beyond core patient engagement into service-specific pathways, operational workflows and enables advanced capabilities. They allow organisations to target investment where it will deliver the greatest impact, whether that is improving diagnostics flow, supporting elective inpatient and day case pathways, releasing back-office capacity through automated workflows, or introducing AI-enabled optimisation and agentic voice.

Each add-on is designed to complement your existing HybridOS bundle, using the same patient layer, Staff Portal and governance approach. Where add-ons introduce workflow or pathway automation, they are scoped to reflect your service model, available data sources, local operating processes and specific requirements, ensuring safe delivery, consistent control and measurable outcomes.

Administrative Workflows

Administrative workflows are operational, back-office processes that keep services moving, without requiring clinical decision-making. The Pathways Engine automates high-volume coordination of tasks across patient cohorts, helping teams maintain accurate lists, reduce avoidable inbound contact, and release capacity without adding burden to admin teams.

Common use cases include automated waiting list validation, targeted outreach to confirm availability or preferences, triage and routing of responses to the right team or work queue, and timed reminders that reduce chasing and missed steps. By standardising these workflows and running them reliably in the background, services reduce repetitive work, improve data quality, and create operational headroom.

Administrative workflows are designed around your service model, available data sources, local operating processes and specific requirements. They are bespoke by default and subject to full scoping.

Tavistock & Portman Mental Health Trust have saved over 1000 hours of clinical time by using DrDoctor to validate their waiting lists, removing over 375 patients.

Clinical Pathways

Clinical pathways are specialty-specific processes that connect and simplify key touchpoints across a patient journey, from pre-assessment to follow-up. Powered by the Pathways Engine, HybridOS brings communications, data capture and appointment actions into one coordinated flow, so patients receive the right prompts at the right time and teams have the information they need before contact.

Routine tasks that slow teams down, such as sending forms and standard communications before, during and after care, can be automated at scale. Human-in-the-loop controls ensure no clinical action is taken automatically, with escalations flagged for review and intervention where needed. The result is clearer pathways, more consistent delivery, and protected clinical time for direct care rather than chasing information or routine paperwork.

With 14+ years working alongside hospital teams, we've seen how complex it is to manage high volumes across evolving pathways while preserving the human touch. Because pathway requirements vary by specialty and service model, clinical pathways are subject to full scoping.

Smart Enhancements

Licence new Artificial Intelligence capabilities as they become available. Our Smart Enhancements are developed to save time, surface granular insights, and further boost value.

Agentic Voice:

Agentic Voice is an agentic calling solution for real-time inbound, outbound and multilingual phone conversations, deeply integrated with HybridOS's patient layer to support appointment booking, appointment management and common patient queries. It provides a scalable "human-like" experience over the channel many patients still prefer, helping services protect access and inclusion while reducing pressure on contact centres and booking teams.

For outbound calls, the agent can proactively reach eligible patients to confirm, book, reschedule or cancel appointments, capturing outcomes instantly and supporting faster slot utilisation. For inbound calls, patients can call in to manage appointments or get answers to routine questions without waiting in a queue, with clear escalation routes to staff where required.

Diagnostics

Extend HybridOS capabilities to diagnostics services, helping departments improve attendance, reduce avoidable delays, and support patients to arrive prepared. It provides patients with clear reminders, essential pre-appointment guidance, and simple self-serve appointment management, reducing inbound calls and “no-show” risk while keeping teams in control.

Patients can view upcoming diagnostic appointments in the Patient Portal, receive timely SMS and email notifications, and confirm, request a reschedule, or cancellation where enabled by the service. Diagnostic correspondence can be digitised and surfaced in the Patient Portal using read-receipt tracking, with automated paper fallback for patients who do not open letters digitally, helping ensure communications are received in the format that best suits them.

Diagnostics teams manage and configure the service through the Staff Portal, with local control over templates, rules and communications across diagnostic specialties.



Royal Orthopedic Hospital improved their 28-Day Faster Diagnosis Standards (FDS) benchmarks by 10% and see 99% of non-cancer patients within the 6 weeks target.

Inpatients

Extend HybridOS capabilities to elective inpatient and day case pathways. It helps services reduce late cancellations and wasted theatre time by keeping patients informed and prepared at the right point in the pathway, while maintaining operational control and alignment with local processes.

Patients can view key day-of-surgery information in the Patient Portal, receive timely SMS and email notifications, and confirm, request a reschedule or cancel where enabled by the service. Communications are Trust-to-patient, one-way and can include guidance, instructions and wayfinding, helping patients arrive ready and reducing avoidable on-the-day issues. Correspondence can also be digitised and surfaced within the Patient Portal with read-receipt tracking and automated paper fallback for patients who do not open letters digitally, ensuring critical information is delivered reliably.

Operational teams configure and manage the service through the Staff Portal, with local control over templates, rules and communications across specialties and theatre lists, supporting consistent delivery and reduced administrative burden.

Data Share

Turn insights into Impact. Data Share provides access to secure, de-anonymised product data. Supplying over 500 different data points across all DrDoctor capabilities, care providers can analyse and manage performance, with simple access to Power BI reports and customised dashboards. Insights can also be exported and shared across multiple systems for unified reporting and to support data-driven decision making.

Unintegrated Scheduling

Remove friction in the booking process by allowing patients and service users a choice of appointment times to best suit their schedules, without integration. Care providers can create appointment availability quickly and easily, across multiple clinics and clinicians. Reduce DNA rates by empowering patients and service users to book their own appointments, saving an average of 5 minutes of admin time for every appointment booked.

Care Hub

Care Hub builds on our market-leading Patient Engagement layer, complementing appointment, messaging and pathway communications with a personal health record experience. It gives patients and service users a single place to access information and trusted resources, track symptoms, view test results, follow their care plan, and stay engaged between appointments, while giving care teams clearer visibility of context and progress.

Care Plans

Co-create and share personalised care plans that are extracted from the EPR and surfaced within the portal for patients and service users to view and download at any time. Plans can include diagnosis information, medications, allergies, measurement and device data, symptom tracking and other relevant details. Updates made in the EPR are reflected in the portal view, helping ensure patients always have the latest version.

Symptom Tracking

Enable patients and service users to track symptoms and lifestyle factors over time using purpose-built trackers. Tracking can be turned on or off as needs change, and entries can be displayed in longitudinal charts to help identify patterns, deterioration or improvement between appointments. This supports more informed reviews and earlier intervention when needed.

Mood Diaries

Patients and service users can submit regular diary entries via free text, with optional attachments, capturing thoughts, feelings and more holistic elements regarding their health and wellbeing. Emoji-based inputs can be used to support individuals who find it easier to express how they are feeling without words.

Mood diaries are commonly used in Children and Young People's services, including eating disorder pathways, to capture anxiety, symptoms or food diary information.

Customisable Resource Library

Provide patients and service users with essential preventative care and trusted educational resources in one place, including videos, articles, links and local support. Resources can be tagged by diagnosis to improve relevance, and teams can highlight or "favourite" resources to recommend at different points in a pathway. ORCHA integration also supports curated health app recommendations. This helps people self-manage while waiting, supports prevention, and reduces avoidable queries by making guidance easy to find.

Smart Centre

Smart Centre brings AI-enabled optimisation to outpatient services, designed to help services predict attendance, reduce avoidable waste, and make better use of clinic capacity. It turns appointment and engagement signals into practical, scalable action so teams can intervene earlier, focus effort where it will have the most impact, and keep demand manageable.

By combining predictive insight with operational tools, Smart Centre supports a more proactive approach to clinic management, helping reduce DNAs, fill capacity more consistently, and improve planning without adding unnecessary workload to booking and operational teams.

DNA Predictor

AI-driven risk scoring highlights patients most likely to miss appointments, generating targeted, prioritised outreach lists so teams can intervene sooner and avoid blanket chasing, reducing DNA's by up to 30%.

Automated calls

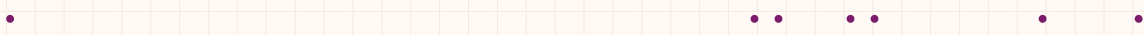
Deliver reminders and key updates using automated voice calls, with simple keypad responses that allow patients to confirm, cancel, or request changes. This scalable solution reduces manual call handling and helps clinics protect flow and capacity.

Clinic Optimiser

Optimise capacity using real-time visibility, predictive insight and configurable rules to plan clinics more confidently. This includes intelligent overbooking thresholds that help services safely extend capacity, reduce wasted slots, and increase throughput while maintaining control and oversight.

Annual Connection Service

The Annual Connection Service is an annual recurring fee covering the ongoing operation and maintenance of integrations and connection services. This includes NHS App integration and in-app push notifications, SSO, patient list and video APIs, data quality investigations, certification updates, issue resolution, and a Gold SLA.



Integration Block

The Integration Block is a one-off 12-week delivery block used to get HybridOS connected to your systems in line with your pathway and data requirements. It covers one or more integration instances including demographics, appointments, slots and appointment history. Requires full technical scoping and may require multiple integration blocks depending on complexity.

Additional Information

Data Extraction & Removal Process

Organisations can extract all data by exporting to CSV. Access to data contained in DrDoctor is available via a set of APIs.

Backup and Disaster Recovery

All data is stored in a fully hosted Data Centre with automatic backups and recovery. In addition, much of the data used by DrDoctor is transient - a replica of data stored in other systems, and as such those systems always act as a live master.

Service Level Agreements

DrDoctor is accessible 24/7 and achieves a 99.9% uptime of:

- The DrDoctor management portal.
- The patient facing websites.
- Our SMS, email and video services.
- Any other APIs or data endpoints.

Response time is 0.5 hours for all incident priority levels. DrDoctor have the following SLA's and an escalation process for dealing with these issues effectively:

- **Service Level 1:** Restoration time = 8 hours
- **Service Level 2:** Restoration time = 24 hours
- **Service Level 3:** Restoration time = 168 hours
- **Service Level 4:** Restoration time = 960 hours
- **Service Level 5** - Prioritised accordingly

See <https://www.drdoctor.co.uk/service-level-agreement> for further details.

We have an automatic alerting system monitoring performance and a dedicated support team that actively monitor our platform. A choice for advanced SLAs, including service credits, is available.

Information Assurance

DrDoctor is DTAC compliant

We are fully compliant with UK GDPR and the Data Protection Act 2018 and are registered with the ICO (registration number Z3313550). Data subject rights, including Subject Access Requests, are supported in line with UK GDPR where DrDoctor acts as a Data Processor. Electronic communications delivered as part of the service are managed in accordance with the Privacy and Electronic Communications Regulations (PECR).

Compliant with the Data Protection Act 2018 and have achieved a 'Standards Exceeded' rating for the Data Security and Protection Toolkit (DSPT).

Cyber Essentials Plus accredited; Certificate number: d6bc5659-bd6c-43f6-8d0b-11b3bc25d1a5, Date of certification: 2025-07-24, valid for 12 months from date of certification.

Compliant with NHS standard DCB0129, maintaining clinical risk management files, clinical risk management processes, safety incident management logs, clinical risk management plans, hazard logs and clinical safety case reports.

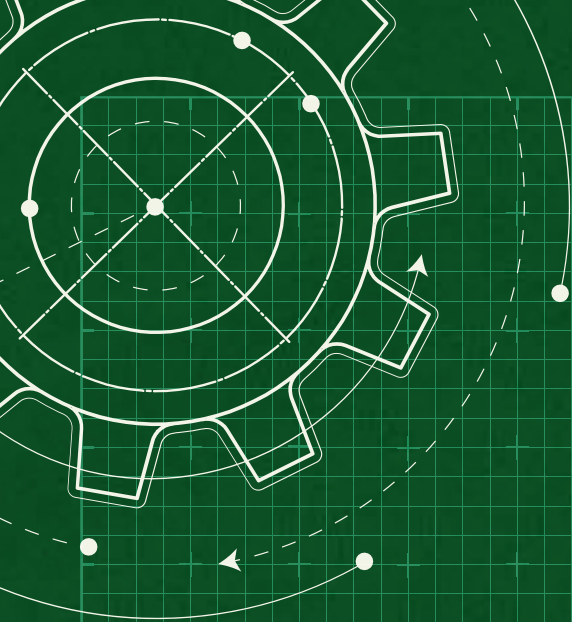
A dedicated IG Lead and a Data Protection Officer to oversee any potential data breaches and ensure that we fulfil our duties under UK GDPR and assist our clients as Data Controller's to fulfil theirs.

Logging, monitoring, and alerting solutions in place such as Splunk, Datadog and Redgate SQL Monitor, as well as making use of Azure Native built-in capabilities of logging, monitoring, and alerting within Azure Monitor.

DrDoctor is ISO27001 certified and working towards ISO9001 and ISO14001 certification , In addition to that, the Microsoft Azure data centres which host our solutions are ISO27001 certified.

Termination

You can terminate the service at any time – we don't require you to lock-in to our services for an extended period. We will normally terminate the service 3 months after providing notice, or at a mutually agreed future date. Early termination fees may apply.



DrDoctor

**Behind every great patient
experience lies DrDoctor**

www.drdoctor.co.uk

