



General Practice Digital Asynchronous Consultation Systems (GP DACS)

Prior Information Notice (PIN) Report

Background

General Practice Digital Asynchronous Consultation Systems (GP DACS) - Online Triage Solution

General Practice Digital Asynchronous Consultation Systems (GP DACS) describes a range of online General Practice digital tools that support clinical triage and remote consultations where the healthcare provider and the patient are not necessarily present at the same time. It allows patients to request and receive support relating to healthcare concerns, at a time and place convenient for them.

Provision of information by the patient allows the Healthcare professional dealing with the request to triage requests effectively and make informed decisions about how best to respond - the response could be information or advice, an offer of a consultation, provision of a repeat prescription or a referral to other services. This may be enhanced by the ability to link the request, and the response, to the Patient's medical record.

The solution may provide the patient with instant self-help advice or signpost them to relevant services.

General Practices can decide whether to use DACS as an addition to other services they offer where appropriate to meet patient's access needs and it is not intended to replace other methods of access such as telephone or face to face.

Scottish Government, as a component of improving how digital technology supports primary care staff to deliver services, has endorsed proposals to pursue a national approach to be taken for the provision of DACS for General Practices within Scotland. Investing in multi-disciplinary teams to increase capacity in primary care to allow patients to be seen at the right time by the right person, and as a result, help reduce General Practitioner (GP) workload. The Scottish Government seeks to support the adoption of GP DACS in all practices that wish to participate in the national approach.

Objectives

The main objective of the exercise was to obtain up-to-date information and feedback from the market in order to:

- understand current and, in development, market capabilities and solutions in relation to the functionality required; and
- provide NHS National Services Scotland, on behalf of NHS Scotland with indicative costs associated with the incremental implementation and ongoing support of a suitable solution

The information provided will help us better understand the current and developing market and to consider the way forward.

The exercise was carried out in advance of any formal procurement process. It was not a pre-qualification or tendering exercise. The results will be used to inform NHS Scotland decision making process in respect of the implementation of a clinical solution and may or may not result in a future tendering exercise.

Submissions received in response to the exercise do not constitute any contractual agreement between the respondent and NHS National Services Scotland.

Acknowledgements

This report is the product of contributions made by individuals representing a range of public and private sector organisations. We hereby recognise all those contributions and thank all the organisations and individuals involved for participating in the exercise.

Method

Data gathering process

The Scottish Government GP DACS project team prepared a market sounding questionnaire made up of 14 high level requirements (further broken down into 26 questions) for an online triage solution. The questionnaire was reviewed and approved by a steering group representing stakeholder interests. The high-level requirements had been obtained from interviews with early adopters of DACS in Scotland along with findings from a survey carried out for GP Practices within Scotland.

The market information on which this report is based was gathered as supplier responses to the questionnaire provided to parties that registered an interest following the publication of a Prior Information Notice (PIN). The PIN (FTS Ref: 2021/S 000-021382) was published on the [Public Contracts Scotland](#) and [Find a Tender](#) portals by the NHS National Services Scotland procurement team on 30th August 2021.

Supplier submissions were requested by Monday 20th September 2021.

A copy of the questionnaire can be found in **Appendix A**

Response

65 suppliers noted interest in the PIN. Responses were submitted by **17 suppliers** at the expiration of the PIN. 1 arrived after the deadline but was not

included in the evaluation. However, pricing information from the late submission was analysed along with all other submissions.

The Evaluation

Team

A team of GPs, patient and Health Board representatives, procurement specialists and technical/systems experts evaluated the responses received from suppliers.

The questions have been categorised based on their link to the practice services and management functions and/ or technical system functions and few of them fall within both categories.

In order to make best use of their knowledge and experience versus effective use of their time in assessing all 17 responses, Evaluators were divided into two categories as described above. Evaluators in category A were assigned to assess 19 of 26 questions while those in category B were assigned to assess 11 of 26 questions with 4 questions falling within both categories. They were however welcome to evaluate across all requirements regardless of their category.

Management

The GP DACS Project Team facilitated and administered the evaluation team. This involved providing support to the evaluators, dealing with any queries and concerns and providing general guidance and observations in relation to the evaluation of supplier responses.

The process

As it was not a procurement exercise; a decision was made not to score during the evaluation process, so evaluators assessed the supplier's response to each identified requirement using the defined criteria (see next page). The evaluation of responses was carried out independently by each member of the Evaluation team. Responses were evaluated on their own merit (and not in comparison to other responses). The process commenced on 30th September 2021 and was planned to run over a 2-4week period. However, this was extended to allow evaluators to work through a higher than anticipated volume of submissions while dealing with other commitments and activities.

Further analysis was carried out to examine the market in terms of the percentage of submissions meeting the requirement (or not) regardless of how well or poorly this is achieved.

Template

Evaluators used a template to provide a remark and a brief statement to validate it within the appropriate column. The template includes each requirement as presented

within the questionnaire, an evaluator’s guide for each requirement with a drop down to select the remark as defined in the criteria.

Criteria

<u>Remark</u>	<u>Definition</u>
Very Poor	This remark will be awarded where the supplier (i) states that they are unwilling or unable to meet the requirement, or (ii) fails to provide a response or (iii) provides a wholly incomprehensible response, or (iv) the response evidences a major lack of understanding of the requirement.
Poor	This remark will be awarded where the supplier’s response (i) falls short of the requirement (ii) provides little or no credible supporting evidence of their overall ability to deliver the outcome required or (ii) is vague or (iii) evidences little understanding of the requirement.
Good	This remark will be awarded where the supplier's response (i) meets the requirement (ii) provides adequate supporting evidence of their overall ability to deliver the outcome required or (iii) evidences good understanding of the requirement.
Excellent	This remark will be awarded where the supplier's response (i) meets and exceeds the requirement and is of excellent quality or (ii) provides substantial supporting evidence of their overall ability to deliver the outcome required or (iii) evidences perfect understanding of the requirement.

Findings

This is based on the assessment of responses submitted by 17 suppliers to 26 questions. All submissions were within the 6000-word limit. In the 17 submitted responses there were varying degrees of detail and quality.

A table showing suppliers’ performance against each question can be found in **Appendix B**.

Performance against requirements

For the purpose of this assessment, market capability is simply measured in terms of the proportion of requirements met.

None of the solutions presented by the 17 suppliers who responded can meet ALL identified requirements. 1 supplier that met the most requirements did so for 81% of the requirements another came close meeting 77% of the requirements while three suppliers met 73%. The supplier that met the fewest requirements met 23% of them. 11 suppliers meeting between 31% - 69% of the highlighted requirements.

The distribution of supplier performance against requirements was spread across the highest percentage to the lowest with a majority meeting at least 50% of the requirements. The table below shows the number of suppliers against each percentage.

Overall Percentage of 'requirement met'												
Percentage	81%	77%	73%	69%	65%	58%	54%	50%	46%	35%	31%	23%
No. of suppliers	1	1	3	1	2	1	3	1	1	1	1	1

Below is a more detailed breakdown and visual representation of the supplier performance against each question that further illustrates the findings above. Remarks described earlier have been allocated against each question per supplier. The remark allocated was based on an average of the assessment carried out by the evaluators. The heat map shows that the 'Good' remark seems to be the most popular while the 'Poor' remark comes closely behind it, some 'Excellent' and the least popular remark is 'Very poor' after only being allocated to 1 supplier.

	Supplier performance (remark) per Question																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Q1	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
Q2	Good	Poor	Good	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Poor	Good
Q3	Good	Poor	Good	Good	Poor	Good	Good	Good	Poor	Poor	Good	Good	Good	Good	Good	Poor	Poor
Q4	Poor	Poor	Good	Good	Good	Good	Poor	Poor	Good	Poor	Good	Good	Good	Good	Good	Good	Poor
Q5	Poor	Good	Good	Good	Poor	Good	Good	Good	Poor	Good	Good	Good	Poor	Poor	Good	Poor	Poor
Q6	Poor	Poor	Good	Good	Good	Poor	Poor	Good	Poor	Poor	Good	Good	Poor	Good	Good	Good	Good
Q7	Poor	Poor	Good	Good	Good	Poor	Poor	Good	Poor	Good	Good	Good	Poor	Poor	Good	Good	Good
Q8	Good	Good	Good	Good	Good	Good	Poor	Good	Poor	Good	Poor	Good	Good	Good	Good	Good	Good
Q9	Poor	Poor	Good	Good	Poor	Poor	Poor	Good	Poor	Good	Poor	Poor	Good	Poor	Poor	Good	Good
Q10	Poor	Poor	Excellent	Poor	Poor	Poor	Poor	Good	Poor	Good	Good	Good	Poor	Good	Poor	Poor	Poor
Q11	Poor	Poor	Excellent	Poor	Poor	Poor	Good	Poor	Poor	Good	Excellent	Poor	Excellent	Excellent	Poor	Excellent	Good
Q12	Poor	Poor	Good	Good	Good	Poor	Good	Good	Poor	Poor	Good	Good	Good	Good	Good	Good	Poor
Q13	Poor	Good	Good	Good	Good	Poor	Good	Good	Poor	Poor	Good	Poor	Good	Good	Good	Good	Poor
Q14	Very Poor	Poor	Poor	Poor	Good	Poor	Poor	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
Q15	Very Poor	Poor	Poor	Poor	Good	Poor	Poor	Poor	Good	Good	Poor	Poor	Good	Good	Poor	Poor	Poor
Q16	Very Poor	Poor	Poor	Poor	Good	Good	Poor	Poor	Good	Good	Good	Poor	Poor	Good	Good	Poor	Poor
Q17	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Poor	Good	Good	Good	Good	Good
Q18	Good	Poor	Good	Good	Good	Good	Good	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Good
Q19	Poor	Good	Good	Good	Good	Good	Good	Good	Poor	Good	Good	Poor	Poor	Good	Good	Good	Poor
Q20	Poor	Good	Poor	Good	Poor	Good	Poor	Good	Poor	Good	Poor	Poor	Poor	Good	Poor	Poor	Poor
Q21	Poor	Good	Poor	Good	Good	Good	Poor	Poor	Poor	Poor	Good	Poor	Good	Good	Good	Poor	Poor
Q22	Poor	Poor	Excellent	Poor	Poor	Good	Poor	Poor	Poor	Excellent	Good	Good	Excellent	Excellent	Poor	Poor	Good
Q23	Poor	Poor	Good	Poor	Good	Poor	Poor	Good	Poor	Poor	Poor	Poor	Poor	Poor	Good	Poor	Poor
Q24	Poor	Poor	Good	Poor	Poor	Poor	Poor	Poor	Poor	Poor	Poor						
Q25	Poor	Poor	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good	Poor	Good	Good	Good	Good
Q26	Poor	Poor	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Good	Poor	Poor	Good	Good	Good

Further development work/Requirement shortfall

Further analysis around the ability of the suppliers to meet the identified requirements reveals that only 4 out of 17 suppliers were able to satisfactorily describe the development work and timescales required to bring their solution in line with the identified requirements. The supplier who met the most requirements is one of them.

Also, this supplier was the only one who was able to satisfactorily describe estimated associated costs for additional development works.

With this, we can say that most of the suppliers submitted responses showing that no further development of their solution is required. The table below shows percentage of requirement met excluding the requirement around further development work to bring their solution to meet identified requirement. It also shows that no supplier met all the requirements so therefore a shortfall was recorded for all suppliers ranging from 21% to 83%. We can see that the percentage of requirement met for suppliers are slightly lower as the supplier that met the most requirements did so for 79% of the requirements and the one that met the fewest requirements met 17% of them.

Overall Percentage of 'requirement met' excluding further development works												
Percentage	79%	75%	71%	67%	63%	54%	50%	46%	42%	29%	25%	17%
Shortfall	21%	25%	29%	33%	37%	46%	50%	54%	58%	71%	75%	83%
No. of suppliers	1	1	3	1	2	1	3	1	1	1	1	1

When we consider that the majority of suppliers who responded were not able to satisfactorily describe development work as stated above, we can conclude that most of them can only provide the product as presented within their responses without planning to carry out further work to meet the identified requirements.

Pricing model and cost analysis

Pricing information was received from all 17 supplier submissions and the late submission was also included for this analysis. This information was provided in different formats and at varying levels of detail which made it somewhat difficult to compare/analyse.

For analysis purposes, a common charging model –the price per user licence was identified and used where possible. In cases where it was not provided by the supplier, the price per user license was calculated from the information provided and based on practice list size for Scotland (*source: National Primary Care Contractor Database (NPCCD) Information services Division, Public Health Scotland*).

For 13 out of the 18 suppliers, price per user licence per annum fell within a range of £0.20 to £0.49 with better value offered for higher volumes (population scale) in some submissions.

1 supplier submission would not charge per user licence, 2 submissions indicated a slightly higher price per user licence per annum of £0.81 and £1. A small number of submissions contained significantly higher price.

Some suppliers appeared to offer a Software-as-a service (SaaS) cost model where all costs are contained within a single price per user.

The charging models presented in the submissions focussed on either volume based fixed fee licences including site wide licences, Pay As You Go. These approaches contained combinations and variations that included or excluded elements of fixed fees, development costs, implementation costs, hosting costs, consultancy costs and so on.

Market Capabilities – Strengths and weaknesses

In order to better understand the market capabilities in terms of its strengths and weaknesses, the supplier responses were assessed against the identified high-level requirements. The table below shows the percentage 'met' or 'not met' for each requirement. Strengths are highlighted in green and weaknesses in red.

Requirements	Met?	
	Yes	No
1. The solution will provide a suite of functionality to allow patients/proxy to request and receive support relating to healthcare concerns, at a time and place convenient to them.	74%	26%
2. The solution will provide health or care practice professionals the ability to triage and prioritise requests and direct to the appropriate clinician or service.	59%	41%
3. The solution will provide multi-channel capability for patient interactions for the end to end patient journey.	82%	18%
4. The solution will be capable of integration to transfer information from the solution to the patient record.	35%	65%
5. The solution will be capable of secure upload and download of files.	47%	53%
6. The solution will be capable of enhancing the practice organisation's ability to effectively manage time and workloads of receiving and responding to online consultation requests.	62%	38%
7. The solution will be capable of providing detailed, scheduled and ad hoc operational management information and analytics.	41%	59%
8. The solution will be capable of supporting a National GP online triage solution for all 926 practices in Scotland.	91%	9%

9. The supplier will provide training and support material for practice staff.	71%	29%
10. Pricing model.	35%	65%
11. Deployment process.	47%	53%
12. The solution will support remote and rural services.	47%	53%
13. Development works to meet the requirement.	15%	85%
14. The solution will have all relevant assurance, safeguarding processes in place to maintain quality and safety.	76%	24%

Strengths

Any requirement that was met by 70% or more of the suppliers is considered a strength for this purpose. We can see that 5 requirements of the 14 high level requirements qualify as strengths. The strongest being the ability to support all 926 practices within Scotland with 91%. Looking deeper, we will notice that system functionalities such as requirements 3 and 1 also fall within the strengths. Suppliers that responded have satisfactorily provided information that shows that they can meet these requirements.

Req no	Requirement Area	% Of suppliers 'met'
8	Support all practices in Scotland	91%
3	Multi-channel capability	82%
14	Assurance & safeguarding processes	76%
1	Patient/proxy Access	74%
9	Training	71%

Weaknesses

Any requirement that was **not met** by 50% or more of the suppliers is considered a weakness for this purpose. Though classified as weaknesses, all requirements within this group were met by at least one supplier. 50% (7) of the 14 high level requirements qualify as weaknesses. The weakest requirement shows that 85% of suppliers are not able to meet requirements around development works to bring their product to meet the identified requirements. Functional requirements such as 7 and 5 fall within the requirements that were not met by the lowest percentage of suppliers.

Req no	Requirement Area	% Of suppliers 'not met'
13	Development works	85%
10	Pricing model	65%
4	Integration	65%
7	Reporting	59%
12	Remote and rural services	53%
11	Deployment process	53%
5	Secure upload and download of files	53%

Analysis - Percentage of requirements met

A question-by-question analysis has been carried out to determine the percentage of supplier responses meeting each requirement. These are detailed below with highest percentage met highlighted in green and lowest in red.

The 14 high level requirements discussed above were further broken down into 26 questions which suppliers have responded to. Categories, requirements as well as their overall percentage met and not met as per evaluator's assessment is shown in the table below.

Questions around proxy/patient's access were generally well met by suppliers however, question 1 was excellent as it was the only requirement that was met by all suppliers. On the flip side, questions around developmental works were poorly met by suppliers with question 24 being very poor as it was only met by 1 supplier.

Category	Requirements	Questions	Met?	
			Yes	No
A	1. The solution will provide a suite of functionality to allow patients/proxy to request and receive support relating to healthcare concerns, at a time and place convenient to them.	1. Describe how the Patient/Proxy will access your solution	100%	0%
A		2. Provide a workflow diagram of how the patient consents to and provides their personal information and symptoms	82%	18%
A		3. Provide a workflow and additional type of interactions your solution will provide with the patient/practice e.g. request for a prescription / doctors note / appointment request etc.	65%	35%
A		4. Describe any automated calculations or Artificial Intelligence or algorithms used in your solution to determine the priority of the request from the patient and or diagnosis and determination of a suitable appointment type. Please evidence if your solution is MHRA approved for the EMDR automated decision making	65%	35%
A		5. Describe how self-serve advice and guidance including directing to other sources will be provided for each practice	59%	41%

A	2. The solution will provide health or care practice professionals the ability to triage and prioritise requests and direct to the appropriate clinician or service.	6. Describe the functionality and provide a workflow of the triage function within your solution, including escalation routes and alerts to practice professionals against service level agreements within your solution	59%	41%
A		7. Describe how your solution will provide the ability to allow health or care professionals to take informed decisions on priority, and type of consultation required	59%	41%
A	3. The solution will provide multi-channel capability for patient interactions for the end to end patient journey.	8. Describe each channel supported against each type of interaction including triage, and consultation	82%	18%
B	4. The solution will be capable of integration to transfer information from the solution to the patient record.	9. Describe how your solution supports the transfer of information from your solution to the patient record	41%	59%
B		10. Detail current solution capability and any future plan to integrate directly with GPIT Scotland systems	29%	71%
B	5. The solution will be capable of secure upload and download of files.	11. Describe how your solution will securely upload and download documents including digital images to and from your solution	47%	53%
A	6. The solution will be capable of enhancing the practice organisation's ability to effectively manage time and workloads of receiving and responding to online consultation requests.	12. Provide a workflow diagram of how your solution manages the requests and detail any automatic or manual interactions	65%	35%
B		13. Describe any built in components which with configuration will achieve the management of staff work patterns and work load	59%	41%
A	7. The solution will be capable of providing detailed, scheduled and adhoc operational management information and analytics.	14. Provide examples of standard reports which can be generated by practice staff, and dashboards which can be generated real time.	65%	35%
A		15. Provide examples of management information and reporting which can be configured by practice staff on an adhoc or regular basis.	24%	76%
A		16. Provide examples of analytics your solution can provide to improve services and patient care.	35%	65%

B	8. The solution will be capable of supporting a National GP online triage solution for all 926 practices in Scotland.	17. Provide a technical diagram of your cloud solution.	94%	6%
B		18. Describe how your solution will provide a single point of access for practices considering most practices have their own local website.	88%	12%
A	9. The supplier will provide training and support material for practice staff.	19. Details on the training provided and the amount of training time needed to be able to fully use the solution.	71%	29%
Both	10. The solution will provide value for money and affordability.	20. Describe your pricing model including licenses and support, price drivers, related options and assumptions on what is excluded from delivery.	35%	65%
Both	11. Timescales for deployment and development process.	21. Describe the project structure and timescales for an initial deployment of your solution, under a Test of Change Agile Project Delivery Methodology.	47%	53%
B	12. The solution will support remote and rural services.	22. Describe how your architecture supports service delivery in remote and rural locations where internet connections may be intermittent or below broadband speeds.	47%	53%
Both	13. Development works to meet the requirement. IF your solution needs further development to meet the requirements described in this questionnaire	23. Describe the development work and timescales required to bring your solution in line with the solution requirements contained within this notice.	24%	76%
Both		24. Using the proforma attached, describe any estimated associated costs for additional development works.	6%	94%
A	14. The solution will have all relevant assurance, safeguarding processes in place to maintain quality and safety.	25. Describe the risk management processes, regulatory mechanisms and quality control measures in place to monitor and maintain quality and safety of the solution.	82%	18%
A		26. In addition provide the DCB0129 clinical safety case if your solution meets the criteria	71%	29%

Summary

1. The market cannot satisfactorily provide all requirements as specified. This is shown in the shortcomings identified across all suppliers and requirements.
2. As a result of point 1 above, the market is not capable at present of providing a competitive response to a tender with the specified set of requirements.
3. The shortfalls in specific requirements met are serious and significant because the absence of even one of these in a solution may undercut the uptake from a user's perspective. They are:
 - Integration
 - Reporting
 - Secure upload and download of files
 - Remote and rural services
 - Development works
4. A good number of suppliers are looking to offer their products at a price within a range of 20 - 49p per patient, with 13 out of 18 suppliers that responded falling within this range. Also, it appears that there are opportunities to achieve significant economies of scale.
5. On an average:
 - 91% of suppliers that responded to the PIN will be capable of supporting a National GP online triage solution for all 926 practices in Scotland.
 - 82% of suppliers' state that their solution will provide multi-channel capability for patient interactions for the end-to-end patient journey.
 - 76% of suppliers' state that their solution will have all relevant assurance, safeguarding processes in place to maintain quality and safety
 - While only 35% of suppliers are capable of integration to transfer information from the solution to the patient record and have provided satisfactory pricing model.
 - And only 15% of suppliers have provided satisfactory information to show that they can undergo development works to meet identified requirements.
6. The supplier that met the most requirements did so for 81% while the supplier that met the fewest requirements met 23% of them.

Market Scoping Questionnaire

Ref	Requirement
1	<p>The solution will provide a suite of functionality to allow patients/proxy to request and receive support relating to healthcare concerns, at a time and place convenient to them.</p> <p>Provide:</p> <p>Describe the functionality and technical components which will provide the solution for the following :</p> <p>Describe how the Patient/Proxy will access your solution</p> <p>Provide a workflow diagram of how the patient consents to and provides their personal information and symptoms</p> <p>Provide a workflow and additional type of interactions your solution will provide with the patient/practice e.g. request for a prescription / doctors note / appointment request etc.</p> <p>Describe any automated calculations or Artificial Intelligence or algorithms used in your solution to determine the priority of the request from the patient and or diagnosis and determination of a suitable appointment type. Please evidence if your solution is MHRA approved for the EMDR automated decision making</p> <p>Describe how self-serve advice and guidance including directing to other sources will be provided for each practice</p>
2	<p>The solution will provide health or care practice professionals the ability to triage and prioritise requests and direct to the appropriate clinician or service</p> <p>Provide:</p> <p>Describe the functionality and provide a workflow of the triage function within your solution, including escalation routes and alerts to practice professionals against service level agreements within your solution</p> <p>Describe how your solution will provide the ability to allow health or care professionals to take informed decisions on priority, and type of consultation required</p>
3	<p>The solution will provide multi-channel capability for patient interactions for the end to end patient journey</p> <p>Provide:</p> <p>Describe each channel supported against each type of interaction including triage, and consultation</p>
4	<p>The solution will be capable of integration to transfer information from the solution to the patient record.</p> <p>Provide:</p>

	<p>Describe how your solution supports the transfer of information from your solution to the patient record.</p> <p>Detail current solution capability and any future plan to integrate directly with GPIT Scotland systems.</p>
5	<p>The solution will be capable of secure upload and download of files.</p> <p>Provide:</p> <p>Describe how your solution will securely upload and download documents including digital images to and from your solution</p>
6	<p>The solution will be capable of enhancing the practice organisation's ability to effectively manage time and workloads of receiving and responding to online consultation requests</p> <p>Provide:</p> <p>Provide a workflow diagram of how your solution manages the requests and detail any automatic or manual interactions</p> <p>Describe any built in components which with configuration will achieve the management of staff work patterns and work load</p>
7	<p>The solution will be capable of providing detailed, scheduled and adhoc operational management information and analytics.</p> <p>Provide:</p> <p>Examples of standard reports which can be generated by practice staff, and dashboards which can be generated real time</p> <p>Examples of management information and reporting which can be configured by practice staff on an adhoc or regular basis</p> <p>Examples of analytics your solution can provide to improve services and patient care</p>
8	<p>The solution will be capable of supporting a National GP online triage solution for all 926 practices in Scotland</p> <p>Provide:</p> <p>Provide a technical diagram of your cloud solution</p> <p>Describe how your solution will provide a single point of access for practices taking into account most practice has their own local website</p>
9	<p>The supplier will provide training and support material for practice staff.</p> <p>Provide:</p> <p>Details on the training provided and the amount of training time needed to be able to fully use the solution.</p>
10	<p>The solution will provide value for money and affordability.</p> <p>Provide:</p> <p>Describe your pricing model including licenses and support, price drivers, related options and assumptions on what is excluded from delivery.</p>

11	<p>Timescales for deployment and development process.</p> <p>Provide:</p> <p>Describe the project structure and timescales for an initial deployment of your solution, under a Test of Change Agile Project Delivery Methodology</p>
12	<p>The solution will support remote and rural services.</p> <p>Provide:</p> <p>Describe how your architecture supports service delivery in remote and rural locations where internet connections may be intermittent or below broadband speeds.</p>
13	<p>Development works to meet the requirement.</p> <p><i>IF your solution needs further development to meet the requirements described in this questionnaire and in the 'Additional Information' document:</i></p> <p>Provide:</p> <p>Describe the development work and timescales required to bring your solution in line with the solution requirements contained within this notice.</p> <p>Using the proforma attached, describe any estimated associated costs for additional development works.</p>
14	<p>The solution will have all relevant assurance, safeguarding processes in place to maintain quality and safety</p> <p>Provide :</p> <p>Describe the risk management processes, regulatory mechanisms and quality control measures in place to monitor and maintain quality and safety of the solution</p> <p>In addition provide the DCB0129 clinical safety case if your solution meets the criteria</p>

APPENDIX B

Category	Questions	Suppliers performance against each question																
		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17
A	1.Describe how the Patient/Proxy will access your solution	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
A	2.Provide a workflow diagram of how the patient consents to and provides their personal information and symptoms	✓	✗	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
A	3.Provide a workflow and additional type of interactions your solution will provide with the patient/practice e.g. request for a prescription / doctors note / appointment request etc.	✓	✗	✓	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✗	✗
A	4.Describe any automated calculations or Artificial Intelligence or algorithms used in your solution to determine the priority of the request from the patient and or diagnosis and determination of a suitable appointment type. Please evidence if your solution is MHRA approved for the EMDR automated decision making	✗	✗	✓	✓	✓	✓	✗	✗	✓	✗	✓	✓	✓	✓	✓	✓	✗
A	5.Describe how self-serve advice and guidance including directing to other sources will be provided for each practice	✗	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	✓	✗	✗	✓	✗	✗

A	6. Describe the functionality and provide a workflow of the triage function within your solution, including escalation routes and alerts to practice professionals against service level agreements within your solution	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✓	✓	✗	✓	✓	✓	✓
A	7. Describe how your solution will provide the ability to allow health or care professionals to take informed decisions on priority, and type of consultation required	✗	✗	✓	✓	✓	✗	✗	✓	✗	✓	✓	✓	✗	✗	✓	✓	✓
A	8. Describe each channel supported against each type of interaction including triage, and consultation	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✓	✓	✓	✓	✓	✓
B	9. Describe how your solution supports the transfer of information from your solution to the patient record	✗	✗	✓	✓	✗	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✓	✓
B	10. Detail current solution capability and any future plan to integrate directly with GPIT Scotland systems	✗	✗	✓	✗	✗	✗	✗	✓	✗	✓	✓	✗	✓	✗	✗	✗	✗
B	11. Describe how your solution will securely upload and download documents including digital images to and from your solution	✗	✗	✓	✗	✗	✗	✓	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓
A	12. Provide a workflow diagram of how your solution manages the requests and detail any automatic or manual interactions	✗	✗	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗

B	13.Describe any built-in components which with configuration will achieve the management of staff work patterns and workload	✗	✓	✓	✓	✓	✗	✓	✓	✗	✗	✓	✗	✓	✓	✓	✗	✗
A	14.Provide examples of standard reports which can be generated by practice staff, and dashboards which can be generated real time	✗	✗	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
A	15.Provide examples of management information and reporting which can be configured by practice staff on an ad hoc or regular basis	✗	✗	✗	✗	✓	✗	✗	✗	✓	✓	✗	✗	✗	✓	✗	✗	✗
A	16.Provide examples of analytics your solution can provide to improve services and patient care	✗	✗	✗	✗	✓	✗	✗	✗	✓	✓	✓	✗	✗	✓	✓	✗	✗
B	17.Provide a technical diagram of your cloud solution	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
B	18.Describe how your solution will provide a single point of access for practices taking into account most practice has their own local website	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
A	19.Details on the training provided and the amount of training time needed to be able to fully use the solution.	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗	✗	✓	✓	✓	✗
Both	20.Describe your pricing model including licenses and support, price drivers, related options and assumptions on what is excluded from delivery.	✗	✓	✗	✓	✗	✓	✗	✓	✗	✓	✗	✗	✗	✓	✗	✗	✗

Both	21. Describe the project structure and timescales for an initial deployment of your solution, under a Test of Change Agile Project Delivery Methodology	✗	✓	✗	✓	✓	✓	✗	✗	✗	✗	✓	✗	✓	✓	✓	✗	✗
B	22. Describe how your architecture supports service delivery in remote and rural locations where internet connections may be intermittent or below broadband speeds.	✗	✗	✓	✗	✗	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✗	✓
Both	23. Describe the development work and timescales required to bring your solution in line with the solution requirements contained within this notice.	✗	✗	✓	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✓	✗	✗
Both	24. Using the proforma attached, describe any estimated associated costs for additional development works.	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
A	25. Describe the risk management processes, regulatory mechanisms and quality control measures in place to monitor and maintain quality and safety of the solution	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
A	26. In addition provide the DCB0129 clinical safety case if your solution meets the criteria	✗	✗	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✓