NHS Digital

Status	Final
Version	1.14
Version date	11/10/2021

FootFall Catalogue Solution Listing

Contents

Silicon Practice Limited

Registered at Westbury Court, Church Road, Westbury-on-Trym, Bristol, BS9 3EF

FootFall

Solution Description

- **Summary**

FootFall is a complete digital practice that enables patients to engage with all areas of the practice online. With the option to operate in Digital Triage mode, FootFall can transform the way your patients access care and how you manage demands on the practice.

- **About FootFall**

FootFall saves administration and clinical time by reducing the number of on demand phone calls and unnecessary appointments. All requests are triaged, prioritised, tracked and when appropriate are assigned to clinicians who decide on an online response, phone call, video consultation or face to face appointment.

- Free up clinician's time for those patients most in need by utilising their time more effectively.

- Help practices to manage their workload.

- Keep track of patient requests through the practice workflow.

- Increased patient access. Available 24/7 and avoids long waits on the phone.

- Incorporates video consultations.

- Supports remote access to the FootFall system for example, from backup premises or from staff member's homes.

Can operate in PCN mode, allowing member practices to share services and resources across the PCN.

Features

- Digital triage, online consultation, and video consultation
- WCAG 2.1 AAA compliant
- PCN mode to allow resources and services to be shared between practices
- Integration with SystmOne TPP, EMIS, and Vision via MESH using Docman
- Admin requests (including new patient, changing details, sick notes and more)
- Wellbeing centre – local self-help organisations by category customised to each practice

- A-Z of health symptom check live synced with NHS with a searchable local pharmacy directory
- Patient questionnaires – PHQ9, GAD7, IPSS, Oxford Knee/Hip Scores, COPD/Asthma Assessment and more
- Long term health review forms including Asthma, Blood Pressure, Epilepsy and more
- Easy to use practice dashboard to manage and assign all requests. This also supports remote access

Integrations

- **Supplier Asserted Integrations**

These are the Supplier's own integrations and are not specified or assured by the NHS. They may only partially integrate with the system.

View the Supplier Asserted Integrations for this Catalogue Solution

Implementation Timescales

A typical implementation timeframe takes between 4-6 weeks depending on the extent of customisation required.

Silicon Practice takes the information from your existing website, customises your forms, and reviews your FootFall site with you before your site goes live. Your involvement will be providing feedback regarding the branding of your site, review of your site before it goes live and arranging attendance of your staff at our online video training sessions.

FootFall can be deployed as a rapid roll-out implementation which can be typically achieved within 2 weeks) to help practices quickly manage patient demand. In this example, the extent of the customisation of the FootFall site is restricted in the first instance to ensure that a fast roll-out is achieved. The CCG is responsible for agreeing the template FootFall site. Full customisation, branding and text from your existing website will be transitioned to your FootFall site on a date to be agreed with the CCG.

Client Application Type

Minimum recommended technical specifications for a user to implement the Solution effectively.

- **Browser based application**

Specification	Information
Browsers supported	**Desktop and Laptops** - Google Chrome (59+)

	• Firefox (46+) • Edge (79+) • Opera (latest release version) • Electron (latest release version) • Safari (11+) **Mobile devices** • Google Chrome (59+) for Android • Firefox (46+) for Android • Safari (11+) for iOS
Responsive design	Yes
Mobile first approach	Yes
Plug ins or extensions required	No
Minimum connection speed required	2Mbps
Recommended desktop aspect ratio and screen resolution	16:9 – 1920 x 1080
Hardware requirements	Video consultation requires an inbuilt or external camera, speakers and a microphone.

About Supplier

We have successfully implemented over 900 FootFall sites in the UK across a variety of demographics and different practice structures. Working closely with Practices, PCNs and CCGs, we have evolved strategies, processes and training sessions to ensure FootFall is successfully adopted in each area.

We have a strong track record of developing the product with CCGs. We have made extensive changes to FootFall in collaboration with CCGs which have enriched and extended our focus on the ability of the practices to implement digital triage.

We develop a joint project management approach with the CCG, for example arranging Project Initiation Workshops, weekly project management meetings, pre-mobilisation and post mobilisation practice communication together with reporting requirements. Top up training is provided through Espresso training sessions and video tutorials.

Contact Details

Jane Oddy – Operations Director

01793 710500

Jane.oddy@siliconpractice.co.uk

Charlotte Avagnano – Customer Relationship Manager

01793 710500

Charlotte.avagnano@siliconpractice.co.uk

DFOCVC Framework

FootFall List Price

The Supplier shall invoice NHS Digital for the Periodic Service Charges applicable to the Catalogue Solution and any Additional Services and shall invoice the Service Recipients directly for any Associated Services via a process that the Supplier shall agree with each Service Recipient. All invoicing to be monthly in arrears

The base pound value of the Solution is displayed in varied units of pricing. The price of a Solution can offered as either or all of Flat List price(s), Tiered List price(s) and Bundle List price(s).

- **Flat List Price**

Band	Price	Unit of price
1-34,999 patients	£0.30	Per patient per annum
35,000- 99,999 patients	£0.27	Per patient per annum
100,000+ patients	£0.25	Per patient per annum

FootFall Capabilities Met - NHS Assessed

Capabilities have been assessed by the NHS.

For a Capability offered as a Full Capability, all Must Epics within the Capability must be met. For a Capability offered as Full or Partial Capability, at least one Must Epic must be met. For details of all Capabilities view the Capabilities and Standards model.

A met Capability may be subject to a Work-off Plan, meaning the supplier is completing the requirements to meet the Capability in an agreed timeframe. You can find details about any Work-off Plans relating to this Catalogue Solution further down the page.

Sections	Information
Capability name	Online Consultation
Description	The Online Consultation Capability allows Patients/Service Users/Proxies to request and receive support relating to healthcare concerns, at a time and place convenient for them.
Further information about the Capability	Learn more about this Capability

Sections	Information
DFOCVC Must Epics	E00001 - Online Consultation
DFOCVC Must Epics that have not been met	
Supplier Defined Epics	Epic 1 - Allow practice to set target response times for patient requests Epic 2 - Alert practice if expected response times are exceeded Epic 3 - Allow to track whether a patient has read the practice response Epic 4 - To determine when a patient has read a practice response, if at all
DFOCVC May Epics	E00003 - Patient/Service User requests for Online Consultation support and provides information E00004 - Proxy requests for Online Consultation support and provides information E00005 - respond to Online Consultation requests for support from Patients/Service Users E00006 - respond to Online Consultation requests for support from Proxies E00007 - include attachments in Online Consultation requests E00008 - include attachments in Online Consultation requests from a Proxy E00009 - automated response to Online Consultation requests for support from Patients/Service Users E00010 - automated response to Online Consultation requests for support from Proxies E00011 - Patient/Service User makes an administrative request E00012 - Proxy makes an administrative request E00013 - respond to administrative requests for support from Patients/Service Users E00014 - respond to administrative requests for support from Proxies E00015 - automated responses to administrative requests from Patients/Service Users E00016 - automated responses to administrative requests from Proxies E00017 - link Online Consultation requests for support and responses E00018 - link Online Consultation requests for support from a Proxy and responses E00028 - customisation of report E00029 - report on utilisation of Online Consultation requests for support E00030 - report on outcomes or dispositions provided to the Patient/Service User E00031 - report on the status of Online Consultations E00032 - report on Patient demographics using Online Consultation

Sections	Information
	E00033 - manually prioritise Online Consultation requests for support
	E00034 - assign Online Consultation requests to a Health or Care Professional manually
	E00035 - categorise outcome of Online Consultation requests
	E00038 - assign Online Consultation requests to Health or Care Professional automatically
	E00075 - Patient/Service User feedback for Online Consultation
	E00080 - customisation of the question sets for Patients/Service Users requesting Online Consultation support
	E00082 - notification to Patients/Service Users
	E00083 - customisation of instructions to Patients/Service Users using Online Consultation Solution
	E00084 - categorise administration requests
DFOCVC May Epics that have not been met	

Sections	Information
Capability name	Video Consultation
Description	The Video Consultation Capability allows Health or Care Professionals to conduct secure live remote video consultations with individual or groups of Patients/Service Users/Proxies ensuring they can receive support relating to healthcare concerns when a Video Consultation is most appropriate
Further information about the Capability	Learn more about this Capability
DFOCVC Must Epics	E00039 - conduct Video Consultation
DFOCVC Must Epics that have not been met	
Supplier Defined Epics	Epic 1 - Take screen captures during video consultation Epic 2 - Facility for clinician to take notes during video consultation
DFOCVC May Epics	E00040 - conduct Video Consultation with a Proxy E00041 - conduct a Video Consultation with Patients/Service Users without registration E00042 - conduct Video Consultation with a Proxy without registration E00043 - end Video Consultation with a Patient/Service User E00062 - waiting room E00069 - Patient/Service User feedback on Video Consultations

Sections	Information
	E00072 - reminder of upcoming or scheduled Video Consultation
DFOCVC May Epics that have not been met	

*Supplier Defined Epics are supplement the existing Capability and are to be utilised by Suppliers who feel they have distinct functionality or features that are not currently covered within the epics of a Capability and they wish to highlight this to Buyers. Using the recognised format of Epics and Acceptance Criteria, Suppliers draft their own, outlining the functionality. Supplier Defined Epics are reviewed prior to assessment to ensure they;

- Describe features or functionality that are **not** already included in the Capability
- Fit within the scope of the MUST Epic of the Capability it is mapped to
- Is in the correct format and describes functionality

Once they have been deemed suitable, Supplier Defined Epics are then assured by NHS Digital.

NHS Standards

All Standards which are displayed are subject to an ongoing assessment by the NHS. Some Solutions may have a Compliance Work off Plan. This means the supplier is completing the requirements to meet the Standard in an agreed timeframe. You can find details about any Work-off Plans relating to this Catalogue Solution further down the page.

Overarching Standards

Sections	Information
DFOCVC Standard name	Business Continuity and Disaster Recovery
Description	Ensures that suppliers Solutions are supported by robust business continuity plans and disaster recovery measures.
Further information about the Standard	Learn more about the Business Continuity and Disaster Recovery Standard
DFOCVC Standard name	Clinical Safety
Description	Supports the management of clinical risk and Patient safety.
Further information about the Standard	Learn more about the Clinical Safety Standard
DFOCVC Standard name	Commercial Standard
Description	This Standard underpins all commercial activity relating to the Catalogue. It does this by defining a number of rules governing the commercial relationship of relevant parties and

	by setting out standards of behaviour and principles of access to data and services charges.
Further information about the Standard	Learn more about the Commercial Standard
DFOCVC Standard name	Data Migration
Description	Supports the secure migration of Practice data between Solutions.
Further information about the Standard	Learn more about the Data Migration Standard
DFOCVC Standard name	Data Standards
Description	Defines detailed technical standards for the storage, management and organisation of data and specifies standardised reference data, terminology and codes.
Further information about the Standard	Learn more about Data Standards
DFOCVC Standard name	Hosting & Infrastructure
Description	Supports best practices for infrastructure and hosting of systems. For example, ensuring that systems are cost effective, secure and energy efficient.
Further information about the Standard	Learn more about the Hosting & Infrastructure Standard
DFOCVC Standard name	Information Governance
Description	Supports the controls needed to ensure that sensitive Personal Data is kept confidential, is accurate and is available to authorised users when required.
Further information about the Standard	Learn more about the Information Governance Standard
DFOCVC Standard name	Interoperability Standard
Description	Defines a comprehensive set of standards, interfaces and protocols that Solutions and systems will use when interoperating.
Further information about the Standard	Learn more about the Interoperability Standard
DFOCVC Standard name	Non-functional Questions
Description	Enables NHS Digital to assess the risk associated with the Compliance Assessment of the Solution against appropriate Overarching Standards.
Further information about the Standard	Learn more about the Non-functional Questions Standard

DFOCVC Standard name	Service Management
Description	Supports suppliers in the delivery and management of services that support and provide their Solutions.
Further information about the Standard	Learn more about the Service Management Standard
DFOCVC Standard name	Testing
Description	Ensures that Suppliers' software delivery test processes are of sufficient quality and rigour.
Further information about the Standard	Learn more about the Testing Standard
DFOCVC Standard name	Training
Description	Defines the training activities and collateral expected from Suppliers to support the buyers and users of their Solutions.
Further information about the Standard	Learn more about the Training Standard

FootFall Associated Services

These are optional services associated with the implementation or optimisation of the Solution.

Sections	Information
Associated services name	Implementation and Customisation
Description	Each Practice new to FootFall must purchase this Associated Service as part of the main solution. Existing customers do not need this service. At the start of the project our implementation and customisation team work closely with customers to understand their business needs and priorities to create a project plan. Continuous support is provided throughout the process. You will be assigned a dedicated team that comprises of a named Project Co-ordinator, Client Relationship Manager, Website Editor with support from our technical team. They have been through this process many times and bring their experience to ensure that the delivery of the project will be on time and will achieve the desired outcomes. Deliverables: Project Plan, One onboarding awareness session with each practice conducted via video call, Customisation of the practice's FootFall patient website to include form customisation and migration of practice information from existing website, Video meeting with the customer to identify changes required prior to go live, Delivery of customised FootFall preview site.

Sections	Information
Order guidance	One per practice, only required for new practices.

Price:

- **Flat List price**

Price	Unit of price
£650.00	Per practice

Definition of unit:

Per practice

Sections	Information
Associated services name	Additional Training
Description	Designed to supplement the FootFall trainer-led online training session (delivered for example via Microsoft Teams) supplied with the product. This session will allow you to get specific training delivered to meet your needs by a FootFall training specialist. Sessions are conducted via video calls and are highly interactive giving you the opportunity to ask questions and participate in scenarios. Deliverables: Course topics identified with the customer prior to training, Delivery of one 90 minute training session with Q&A's, Training materials provided, 2 - 15 delegates
Order guidance	Minimum of one session per practice ordering. Any number can be requested by each practice.

Price:

- **Flat List price**

Price	Unit of price
£450.00	Per training session

Definition of unit:

Per training session

Sections	Information
Associated services name	Tableau Reporting Dashboard

Sections	Information
Description	This optional service is designed specifically for STP's or CCG's to monitor all practices and allow them to drill down to measure performance. Gain powerful data analysis on FootFall usage by practice, PCN and CCG. Analyse the uptake of FootFall across a region, Identify when practices receive requests and how long it takes practices to respond, Review patient survey results and compare them across your area.
Order guidance	Minimum order of one, this dashboard can cover an entire area so typically only one is needed, more can be provided if requested.

Price:

- **Flat List price**

Price	Unit of price
£7500.00	Per Tableau Dashboard

Definition of unit:

Per Tableau Dashboard

Service Level Information

- **Service Hours**

Category	Time Period	Applicable Days
Support Hours	08:00 - 18:00	Monday – Friday
Non-Support Hours	18:01 - 07:59 00:00 - 23:59	Monday – Sunday inclusive and including Bank Holidays.

Specific SLAs can be agreed with the service recipient based on their requirements before ordering.

Appendix 1 Catalogue Solution Data Processing Records

Note, the terms used in the left-hand column are as defined under the GDPR Regulations and other capitalised terms are as defined in the Catalogue Agreement.

Catalogue Solution Personal Data Processing information

The Supplier must complete the right-hand column to describe the Personal Data processing applicable to the provision of the Catalogue Solution (excluding any Additional Services) to a Service Recipient.

Description	Details
Catalogue Solution Name	*FootFall*
Subject matter of the Processing	Online and Video Consultations
Duration of the Processing	For the duration of the contract
Nature and purposes of Processing	Exchanging personal and medical data between patients and their GP Practice
Type of Personal Data	Name, email, address, phone numbers, Date of birth, sex, ethnicity, photographs, letters, documents, medical details.
Categories of Data Subjects	NHS Patients and their Carers, NHS Staff, customers and suppliers.
Plan for return and destruction of the data once the Processing is complete	Patient data is retained for 2 years before automatic deletion on a rolling basis. On end of contract, deletion of records from database within 30days. Certificate can be issued. Data can be returned if required but we would need to know the format. As it stands data is encrypted in database so would not be useful in its current form. As an example we could export each patient request as PDF. Financial data on customers and suppliers is retained for 6 years after they cease to be customers for tax purposes as is required by law.
Sub-Processor details:	
Complete the rows below for each Sub-Processor involved in the above processing – the entries will typically be a subset of the information provided above. If you do not use any Sub-Processors, state "None used".	
Sub-Processor Organisation Name	Amazon AWS
Subject matter of the Processing	Exchanging personal and medical data between patients and their GP Practice
Duration of the Processing	For duration of the contract
Nature and purposes of Processing	Web Hosting, Storage and Transmission
Type of Personal Data	Name, date of birth, email, phone number, sex, address, ethnicity, photographs, letters, documents, medical data.
Categories of Data Subjects	NHS Patients, their carers and NHS staff.
Plan for return and destruction of the data once the Processing is complete	For duration of the contract. Data is deleted at end of contract.

Sub-Processor Organisation Name	4D
Subject matter of the Processing	Patient online consultations with their GP Practice, Practice Staff details.
Duration of the Processing	For duration of the contract
Nature and purposes of Processing	Web Hosting, Storage and Transmission
Type of Personal Data	Name, date of birth, email, phone number, sex, address, ethnicity, photographs, letters, documents, medical data. All this data is encrypted in transmission and in storage.
Categories of Data Subjects	Patients, their carers and GP practice staff.
Plan for return and destruction of the data once the Processing is complete	For duration of the contract. Data is deleted at end of contract.

Sub-Processor Organisation Name	Atlassian
Subject matter of the Processing	Customer service requests, company responses, product documentation.
Duration of the Processing	For duration of contract
Nature and purposes of Processing	Service Desk, Ticketing and Task Management
Type of Personal Data	Names, addresses, emails, phone numbers
Categories of Data Subjects	Customers (primarily NHS Staff), Silicon Practice Staff
Plan for return and destruction of the data once the Processing is complete	For duration of the contract. Data is deleted at end of contract.

Sub-Processor Organisation Name	Google Suite
Subject matter of the Processing	Company business suite: documents, spreadsheets, email.
Duration of the Processing	For duration of contract
Nature and purposes of Processing	Email, Documents and File Storage
Type of Personal Data	Names, email addresses, phone numbers.
Categories of Data Subjects	Customers, Suppliers, Staff.
Plan for return and destruction of the data once the Processing is complete	For duration of the contract. Data is deleted at end of contract.

Sub-Processor Organisation Name	Wirehive
Subject matter of the Processing	Patient online consultations with their GP Practice, Practice Staff details.
Duration of the Processing	The duration of contract.
Nature and purposes of Processing	Web Hosting, Data Storage and Transmission
Type of Personal Data	Name, date of birth, email, phone number, sex, address, ethnicity, photographs, letters, documents, medical data.
Categories of Data Subjects	Patients, their carers and GP practice staff.
Plan for return and destruction of the data once the Processing is complete	For duration of the contract. Data is deleted at end of contract.

Sub-Processor Organisation Name	A1 Book Keepers Ltd.
Subject matter of the Processing	Company accounts and payroll
Duration of the Processing	Duration of contract.
Nature and purposes of Processing	Finance
Type of Personal Data	Names, addresses, emails, phone numbers, bank details.
Categories of Data Subjects	Staff, customers, suppliers.
Plan for return and destruction of the data once the Processing is complete	Data is retained for 6 years from end of contract for tax purposes, or six years after they cease to be customers or staff or suppliers.

Sub-Processor Organisation Name	Redcentric
Subject matter of the Processing	Transmission of data to HSCN
Duration of the Processing	Duration of transmission. There is no storage of data.
Nature and purposes of Processing	HSCN Connection
Type of Personal Data	Names, addresses, emails, phone numbers, medical data.
Categories of Data Subjects	NHS patients, NHS Staff, Silicon Practice Staff
Plan for return and destruction of the data once the Processing is complete	There is no storage of data. Processing is transient.

Sub-Processor Organisation Name	Docman
Subject matter of the Processing	NHS Patient data.
Duration of the Processing	Transient. Docman documents are created and sent immediately to the data controller.
Nature and purposes of Processing	Data Handler
Type of Personal Data	Name, email, phone number, sex, address, medical data.
Categories of Data Subjects	NHS Patients
Plan for return and destruction of the data once the Processing is complete	Data handling is transient so no data to be deleted or returned.

Sub-Processor Organisation Name	Brinkworth Virtual Business Centre
Subject matter of the Processing	Telephone calls to the company
Duration of the Processing	Duration of contract.
Nature and purposes of Processing	Telephony
Type of Personal Data	Name, email, phone number.
Categories of Data Subjects	Customers, Suppliers.
Plan for return and destruction of the data once the Processing is complete	Duration of contract.

Sub-Processor Organisation Name	OpenTok
Subject matter of the Processing	Video calls
Duration of the Processing	Duration of contract
Nature and purposes of Processing	Video Consultation
Type of Personal Data	Name, date of birth, email address, medical details, image of patients, image of clinicians.
Categories of Data Subjects	NHS Patients, NHS Staff.
Plan for return and destruction of the data once the Processing is complete	Video calls are not recorded so no destruction or return.

Sub-Processor Organisation Name	Mailgun
Subject matter of the Processing	Emails to patients and NHS Staff
Duration of the Processing	Duration of contract
Nature and purposes of Processing	Emailing messages to patients and NHS Staff.
Type of Personal Data	Name, email. Other demographics and medical data is NOT sent in emails.
Categories of Data Subjects	NHS Patients, NHS Staff.
Plan for return and destruction of the data once the Processing is complete	Duration of contract.

Sub-Processor Organisation Name	Mailchimp
Subject matter of the Processing	Emails to NHS Staff
Duration of the Processing	Duration of contract
Nature and purposes of Processing	Emailing messages to NHS Staff.
Type of Personal Data	Name, email.
Categories of Data Subjects	NHS Staff.
Plan for return and destruction of the data once the Processing is complete	Duration of contract.

Additional Service Personal Data Processing information

For each Additional Service offered for the Catalogue Solution the Supplier must provide a copy of the table below. The Supplier must complete the right-hand column to describe the Personal Data processing applicable to the provision of the Additional Service to a Service Recipient.

Description	Details
Additional Service Name	
Subject matter of the Processing	
Duration of the Processing	
Nature and purposes of Processing	

Type of Personal Data	
Categories of Data Subjects	
Plan for return and destruction of the data once the Processing is complete	

Sub-Processor details:	
Complete the rows below for each Sub-Processor involved in the above processing – the entries will typically be a subset of the information provided above. If you do not use any Sub-Processors, state "None used".	
Sub-Processor Organisation Name	
Subject matter of the Processing	
Duration of the Processing	
Nature and purposes of Processing	
Type of Personal Data	
Categories of Data Subjects	
Plan for return and destruction of the data once the Processing is complete	