

Status	Final
Version	1.9
Version date	29/06/2021

# Medstars Connect Catalogue Solution Listing

**Contents**

Medstars Ltd..... 3

Medstars Connect ..... 3

    Solution Description ..... 3

        • Summary ..... 3

        • About Medstars Connect..... 3

    Features ..... 3

    Implementation Timescales..... 4

    Client Application Type..... 4

    Hosting Type ..... 5

    Roadmap..... 6

    About Supplier..... 6

    Contact Details ..... 6

DFOCVC Framework ..... 8

Medstars Connect List Price..... 8

    Unit of Price : Per call per month..... 8

    Medstars Connect Capabilities Met - NHS Assessed ..... 8

    NHS Standards ..... 9

        Overarching Standards ..... 9

        Standards Met to Date ..... 11

Work- Off Plan..... 11

Service Level Information..... 13

Appendix 1 ..... 18

# Medstars Ltd

The Oakley, Kidderminster Road, Droitwich, WR9 9AY

## Medstars Connect

### Solution Description

- **Summary**

A simple and easy-to-use clinical communications platform designed by experienced clinicians, based on best clinical practice and backed by the latest app technology. This is a purpose-built product which has been developed specifically with health care professionals in mind.

- **About Medstars Connect**

The Connect solution is designed to be a simple, intuitive video and live chat consultation solution with an emphasis on patient / clinician usability which will be familiar to anyone using smartphones.

The solution is a purpose -built strategic healthcare communications platform that has been designed to intuitively fit into existing clinical pathways, facilitate communication with patients, and maximise clinical efficiency and usage.

It has been designed with the intention that it will be customised and configured into a Trust's IT requirements in a modular manner. This will support Trusts' ongoing digital innovation and expansion programme, with high sustainability and scalability.

View more information about this Catalogue Solution at <https://medstars.co.uk/connect>.

### Features

- Seriously simple, user-friendly design, from any iOS or Android smartphone or PC.
- Clinicians can delegate clinic set-up and manage patients' appointments via a secretary portal.
- Virtual waiting room for patients.
- Configurable reminders via SMS, in app and/or email, urging clinicians and patients to be on time.
- Upload files instantly, facilitating quick and easy patient screening and follow-ups.
- Share post-appointment notes with patients via the app, speeding up the consultation process.
- Send & receive patients' messages securely with separation of clinicians' contact data.
- Consult securely with end-to-end encryption & UK-based servers.
- Stand-alone solution.
- Reporting suite enabling clinicians and admin staff to analyse key data.

## Implementation Timescales

Medstars Connect is easy to rollout. At its simplest there are no complex requirements, as the clinician simply downloads the app. Registration takes five minutes or less. For a larger organisation, we can facilitate a bulk upload of user data to streamline the registration process.

The app is easy to use for anyone familiar with using a smartphone and as such training required is minimal and can be provided on request.

## Client Application Type

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

- **Browser based application**

Specification	Information
Browsers supported	<ul style="list-style-type: none"> <li>• Google Chrome Web Browser from version 80 or later (Win 7+, Android 5.1+, MacOS 10.11+).</li> <li>• Apple Safari Web Browser version 12.4 or later (MacOS 10.12, iOS 11.4+).</li> <li>• Chromium based Microsoft Edge (version 79 or later).</li> </ul>
Responsive design	Yes
Mobile first approach	Yes
Plug ins or extensions required	None
Minimum connection speed required	2Mbps
Recommended desktop aspect ratio and screen resolution	1028 x 768 or higher
Hardware requirements	<p>Webcam, speakers/headphones, microphone – for video conferencing features.</p> <p>Windows computer Microsoft Windows 7 or later.            Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro).            Android tablet or smartphone running Android 5.1 or later, with a front-facing camera.            Apple iPhone 5s or later.</p>
Additional information	No plug ins required

- **Native mobile or tablet application**

Specification	Information
Supported operating systems	<ul style="list-style-type: none"> <li>• iOS 11.4+)</li> <li>• Android 5.1+</li> </ul>
Mobile first approach	Yes
Minimum connection speed required	2Mbps  <b>Additional information</b> Performance of video consultation features will be dependent on the available connection bandwidth and stability, all other features require low bandwidth and network performance.
Connection types supported	<ul style="list-style-type: none"> <li>• 3G</li> <li>• 4G</li> <li>• 5G</li> <li>• LTE</li> <li>• WiFi</li> </ul>
Minimum memory requirement	256MB
Additional storage requirements	N/a.
Third party components required	N/a.
Device capabilities required	N/a.
Hardware requirements	Front facing built-in camera.
Additional information	N/a.

## Hosting Type

Minimum recommended hosting specifications needed for the Solution to function efficiently on an application or device.

- **Public cloud**

Specification	Information
Summary	UK based and the back end of the application is hosted on AWS Public Cloud infrastructure. This mitigates the risk of software failure and maximises the availability of data and services by providing multiple levels of redundancy.

Specification	Information
	Medstars is delivered as 'software as a service' and as such no hosting requirement is placed upon the customer.
Does the user require a HSCN or N3 connection to use this Catalogue Solution?	No

## Roadmap

Medstars has an exciting vision of how the Connect service will be developed, with a host of new features in the pipeline including integration with other health technologies, multi users amongst others.

The modular and customisable design of the solution gives Trusts the opportunity to evolve the solution alongside their ongoing digital innovation and expansion programmes.

Please contact us at [hello@medstars.co.uk](mailto:hello@medstars.co.uk) or if you prefer call us directly using the contact details below and we can tell you more about our future plans for this Catalogue solution.

## About Supplier

Medstars is a clinician-driven digital healthcare company founded and run by experienced clinicians, who have been helping patients access the very best healthcare since 2014.

We are backed by experienced technology and commercial partners with a track record in providing NHS digital services and infrastructure, as well as the NHS Academic Health Sciences Network. The NHS itself is an equity stakeholder in Medstars via its innovation fund, in recognition of our focus on ease of usability and quality of patient/clinician interactions.

We have a strong focus on delivering outstanding customer service with high patient and clinician satisfaction building lasting relationships with customers.

Find out more at [www.medstars.co.uk](http://www.medstars.co.uk)

## Contact Details

Joey Islam

Managing Director

Mobile 07887 405 472

Email: [joey@medstars.co.uk](mailto:joey@medstars.co.uk)

Dr. Barry Lambert  
Co-Founder  
Mobile: 07710 715 566  
Email: [barry@medstars.co.uk](mailto:barry@medstars.co.uk)

# DFOCVC Framework

## Medstars Connect 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**

Price	Band	Unit of price
£3.00	1-5,000 calls per month	Per call per month
£2.00	5,001 – 10,000 calls per month	Per call per month
£1.35	10,001 plus calls per month	Per call per month

**Unit of Price** : Per call per month

## Medstars Connect 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	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	<a href="#">Learn more about this Capability</a>

Sections	Information
DFOCVC Must Epics	E00039 - conduct Video Consultation
DFOCVC Must Epics that have not been met	
Supplier Defined Epics	Epic 1 - Automated multiple reminders via multiple channels
DFOCVC May Epics	E00040 - conduct Video Consultation with a Proxy E00062 - waiting room 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
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	<a href="#">Learn more about the Business Continuity and Disaster Recovery Standard</a>
Standard name	Clinical Safety
Description	Supports the management of clinical risk and Patient safety.

Further information about the Standard	<a href="#">Learn more about the Clinical Safety Standard</a>
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	<a href="#">Learn more about the Commercial Standard</a>
Standard name	Data Migration
Description	Supports the secure migration of Practice data between Solutions.
Further information about the Standard	<a href="#">Learn more about the Data Migration Standard</a>
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	<a href="#">Learn more about Data Standards</a>
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	<a href="#">Learn more about the Hosting &amp; Infrastructure Standard</a>
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	<a href="#">Learn more about the Information Governance Standard</a>
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	<a href="#">Learn more about the Interoperability Standard</a>
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	<a href="#">Learn more about the Non-functional Questions Standard</a>
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	<a href="#">Learn more about the Service Management Standard</a>
Standard name	Testing
Description	Ensures that Suppliers' software delivery test processes are of sufficient quality and rigour.
Further information about the Standard	<a href="#">Learn more about the Testing Standard</a>
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	<a href="#">Learn more about the Training Standard</a>

## Standards Met to Date

Sections	Information
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.
Standard name	Service Management
Description	Supports suppliers in the delivery and management of services that support and provide their Solutions.

## Work- Off Plan

In order to provide buyers with an effectively functioning marketplace as part of transitioning existing arrangements from the GP IT Futures Framework and the NHS England Dynamic Purchasing System for Online Consultation Systems to the new DFOCVC Framework within a reasonable timescale, this solution has been through an accelerated assurance process.

Necessary due diligence has been undertaken in key areas and the supplier is actively progressing through the full steps of assurance with completion expected within six months of the solution completing the accelerated assurance, under management of a Compliance Work-off Plan. As compliance against Standards is assured for this solution, this information will be updated.

Type of Work-off Plan	Details	More information
Standard	Business Continuity and Disaster Recovery Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Business Continuity and Disaster Recovery Standard</a>
Standard	Clinical Safety Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Clinical Safety Standard</a>
Standard	Data Migration Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Data Migration Standard</a>
Standard	Data Standards has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about Data Standards</a>
Standard	Hosting & Infrastructure Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Hosting &amp; Infrastructure Standard</a>
Standard	Information Governance Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Information Governance Standard</a>
Standard	Interoperability Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Interoperability Standard</a>
Standard	Non-functional Questions Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Non-functional Questions Standard</a>
Standard	Testing Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Testing Standard</a>
Standard	Training Standard has a Work-off Plan item. The proposed delivery date for this item is 29/12/2021.	<a href="#">Learn more about the Training Standard</a>

## Service Level Information

### Service Desk Operating Hours

The Medstars Service desk is available during the support hours given in the table below.

Category	Time Period	Applicable Days
Support Hours	08:00 - 18:00	Monday – Friday (including Bank Holidays).

### Permitted Downtime

We operate a blue / green production environment, all changes/updates are made to the blue version, upon completion of final testing, this is activated into “production” status.

The Green version is deactivated and held ready as a fall back should there be any issues with the new updates. There is minimal time taken to cut back over to either environment.

Days in Service Period (monthly)	Permitted Downtime in minutes (during Support Hours)	Permitted Downtime in minutes (during Non-Support Hours)
7	25	25
14	25	25
21	25	25
28	25	25

## Incident Categorisation

Medstars has a comprehensive web portal of support material including user guides and FAQ's. These answer many standard support questions.

If a user needs more help or cannot find what they are looking for in the FAQ's or on <https://medstars.co.uk/connect>, they can email their concern to [hello@medstars.co.uk](mailto:hello@medstars.co.uk).

Upon receiving a Support Request, Level 1 Support Staff will classify and log the support request as per the categories outlined in the table below:

Category (severity)	Headline Impact	Detail
1	System Down	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility.  There is no workaround, and it affects customer's ability to perform its business.
2	System Impaired: Business Critical	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has <u>high</u> visibility.  A workaround is available; however, performance may be degraded, or functions limited.
3	System Impaired: Not Business Critical	Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has <u>medium/low</u> visibility.  A workaround is available; however, performance may be slightly degraded, or functions limited.
4	General enquiries	Standard requests and any error reported by customer where a single user or a small percentage of users are moderately affected or partially inoperable and the error has low business impact.
5	Usage enquiries	Level 1 Support Staff will work toward resolving issues relating to operational questions not covered in our online FAQ's and training materials. If an issue is be solved through a future

<b>Category (severity)</b>	<b>Headline Impact</b>	<b>Detail</b>
		software upgrade, or documentation change, the Level 1 Support Staff will use commercially reasonable efforts to advise Authorised Customer Contact on how to continue working.

All incidents will initially be addressed and logged by first line support staff.

Incidents that cannot be resolved by first line support staff will be escalated so that they are addressed by senior support staff.

## Service Levels

The Medstars incident response times are given in the table below.

Incident	Operating Service Level (OSL) in Support Hours	
	Target Response	Target Resolution
1. System Down	100% within 15 minutes	100% within 2 hours
2. System Impaired: Business Critical	100% within 15 minutes	100% within 3 hours
3. System Impaired: Not Business Critical	100% within 30 minutes	100% within 4 hours
4. General Enquiries & 5. Usage	100% within 1 hour	100% within 2 business days
Clinical Safety	100% within 30min	100% within 2 hours
Service Desk Answer Time	All contact with the service desk will create a ticket. Any incidents categorised as per above list will be addressed as per the given response time. All other tickets will be responded to within 1 business day	100% within 3 business days
Call Answer Time	100% within 3 minutes	

## Details of Service Process

The Medstars service desk will respond to all requests as detailed in the table above.

If relevant and possible, the Medstars service desk will look to resolve the request remotely with the help of the user to reduce resolution times.

If a fault cannot be resolved remotely, escalation to 2nd/3rd line support teams will be required.

The timescale will be in line with the chart above unless the client cannot provide time to support with any fault diagnosis, in which case suitable access time will be agreed with the client - SLA 95%.

Confirmation of any required testing will be sent to the client via email.

If a permanent fix is not in place on the first visit / after testing, a workaround may be put in place and the severity level downgraded.

Following a workaround being implemented a normal/full return to service would be in line with the chart below.

### **Service updates**

The service desk will provide service updates dependant on the following severities:

Severity – 1. Critical Every four working hours to nominated contact.

Severity – 2. Urgent Every four working hours to nominated contact.

Severity – 3. Medium As required.

Severity – 4. Low As required.

Severity – 5. Low As required.

## 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
<b>Catalogue Solution Name</b>	Medstars Connect
<b>Subject matter of the Processing</b>	Video Consultation
<b>Duration of the Processing</b>	Duration of the Contract or 2 years whichever is longer
<b>Nature and purposes of Processing</b>	<p>The purpose of using the Medstars platform is for healthcare staff to communicate with patients and with each other regarding patients for the provision of healthcare or social care services.</p> <p>The health organisation is the data controller, and Medstar the data processor.</p> <p>To use the Medstars Connect platform, the healthcare professional:</p> <ol style="list-style-type: none"> <li>1. Registers on the platform with their name, email, password, and mobile number.</li> <li>2. Uses a patient's mobile number to issue an SMS invitation.</li> <li>3. Receives confirmation that a patient has accepted the invitation.</li> </ol> <p><b><u>Text Messaging</u></b></p> <p>The messaging feature allows health care professionals to instantly send an invitation via SMS text messages to patients. Typical use-cases for this include sending an invitation to video consultations, and reminders to confirm the appointment.</p> <p><b><u>Files and Documents</u></b></p> <p>Medstars Connect has developed a 'chat' feature that allows healthcare staff to send files or documents (such as sick notes, leaflets, letters, imaging request forms, blood forms, etc.) via the platform to patients. The document is accessible via this chat functions to the patient until deleted, or termination of contract whichever is soonest.</p>

	<p><b><u>eMail</u></b></p> <p>This feature enables a healthcare professional to select a patient by name and if needed by date of birth and email the individual without needing their email address through the Medstars Connect platform. Typical use cases for this are to request more information about a patient, or to send more information about a patient.</p> <p><b><u>Video Consult</u></b></p> <p>In the video consultation, the healthcare professional can record the observations and outcome of the consultation in the same way as a face-to-face consultation is recorded via the chat function/email function.</p> <p>The video consultation service is hosted by Vonage who are fully compliant with GDPR. The video and audio communication is only visible to participants on the call and is not recorded or stored on any server. The connection prioritises 'peer-to-peer' between the healthcare professional's and patient's phone, laptop and/or PC and follows <a href="#">NHS best practice guidelines</a> on health and social care cloud security.</p>
<p><b>Type of Personal Data</b></p>	<p>The data processed by Medstars Connect are:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Healthcare staff data (typically name, role, organisation, contact details - email address and phone number, messages, metadata, login and other application-use related data).</li> <li><input type="checkbox"/> Patient data (typically name, contact details - mobile number and email, demographic data -date of birth, message content, patient images, documents/notes, metadata).</li> <li><input type="checkbox"/> The video and audio communication of any video consultation is only visible to participants on the call, and is not recorded or stored on any server.</li> <li><input type="checkbox"/> No other personal information of call participants is collected or stored.</li> </ul> <p>Patients' data is generally kept in line with the <a href="#">Records Management Code of Practice for Health and Social Care 2016</a>. However, Medstars Connect would delete the data earlier than suggested by this code if we were informed that the condition of Article 9(3) GDPR and s. 11(1) Data Protection Act 2018 no longer applies.</p>
<p><b>Categories of Data Subjects</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Healthcare staff</li> <li><input type="checkbox"/> Patients</li> </ul>
<p><b>Plan for return and destruction of the data once the Processing is complete</b></p>	<p>End-of-contract provisions, Medstars Connect complies with Article 28(3)(g) of the GDPR.</p> <p>Medstars will at the data controller's choice, delete or return to the controller all the personal data it has been processing for it; and delete existing copies of the personal data unless UK law requires it to be stored.</p>

<b>Sub-Processor details:</b>	
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”.	
<b>Sub-Processor Organisation Name</b>	Amazon Web Services (AWS)
<b>Subject matter of the Processing</b>	Virtual Private Cloud deployment
<b>Duration of the Processing</b>	Duration of the Contract or 2 years whichever is longer
<b>Nature and purposes of Processing</b>	<p>AWS acts as a data processor – When Medstars Connect uses AWS services to process personal data in our platform, AWS acts as a data processor.</p> <p>Medstars use the controls available in AWS services, including security configuration controls, for the handling of personal data. AWS is a GDPR-compliant Data Processing Addendum (DPA) that incorporates AWS’ commitments as a data processor.</p> <p><b>All data is processed within the UK.</b></p>
<b>Type of Personal Data</b>	<input type="checkbox"/> Healthcare staff data (typically name, role, organisation, contact details - email address and phone number, messages, metadata, login and other application-use related data). <input type="checkbox"/> Patient data (typically name, contact details - mobile number and email, demographic data -date of birth, message content, patient images, documents/notes, metadata). <input type="checkbox"/> The video and audio communication of any video consultation is only visible to participants on the call, and is not recorded or stored on any server. <input type="checkbox"/> No other personal information of call participants is collected or stored.
<b>Categories of Data Subjects</b>	<input type="checkbox"/> Healthcare staff <input type="checkbox"/> Patients
<b>Plan for return and destruction of the data once the Processing is complete</b>	No data is held by the sub processor AWS

<b>Sub-Processor details:</b>	
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”.	
<b>Sub-Processor Organisation Name</b>	Vonage
<b>Subject matter of the Processing</b>	SMS invitation and reminders of appointments
<b>Duration of the Processing</b>	Duration of the contract or 2 years whichever is longer

<b>Nature and purposes of Processing</b>	<p>Vonage acts as a data processor – When Medstars Connect uses Vonage services to process personal data in our platform, Vonage acts as a data processor.</p> <p>Medstars use the controls available in Vonage services, including security configuration controls, for the handling of personal data. Vonage is a GDPR-compliant Data Processing Addendum (DPA) that incorporates Vonage commitments as a data processor.</p> <p><b>All data is processed within the UK.</b></p>
<b>Type of Personal Data</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Healthcare staff data -name.</li> <li><input type="checkbox"/> Patient data - name and metadata. The video and audio communication of any video consultation is only visible to participants on the call, and is not recorded or stored on any server.</li> <li><input type="checkbox"/> No other personal information of call participants is collected or stored.</li> </ul>
<b>Categories of Data Subjects</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Healthcare staff.</li> <li><input type="checkbox"/> Patients.</li> </ul>
<b>Plan for return and destruction of the data once the Processing is complete</b>	<p>No data is held by the sub processor Vonage.</p>

### 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
<b>Additional Service Name</b>	N/A
<b>Subject matter of the Processing</b>	
<b>Duration of the Processing</b>	
<b>Nature and purposes of Processing</b>	
<b>Type of Personal Data</b>	
<b>Categories of Data Subjects</b>	
<b>Plan for return and destruction of the data once the Processing is complete</b>	
<b>Sub-Processor details:</b>	

<p>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”.</p>	
<p><b>Sub-Processor Organisation Name</b></p>	
<p><b>Subject matter of the Processing</b></p>	
<p><b>Duration of the Processing</b></p>	
<p><b>Nature and purposes of Processing</b></p>	
<p><b>Type of Personal Data</b></p>	
<p><b>Categories of Data Subjects</b></p>	
<p><b>Plan for return and destruction of the data once the Processing is complete</b></p>	