

| | |
|--------------|------------|
| Status | Final |
| Version | 1.6 |
| Version date | 05/07/2021 |

Virtual Lucy Catalogue Solution Listing

Contents

| | |
|---|----|
| Healthcare Business Solutions (UK) Limited | 3 |
| Virtual Lucy™ | 3 |
| Solution Description | 3 |
| • Summary..... | 3 |
| • About Virtual Lucy™ | 3 |
| Features..... | 3 |
| Client Application Type..... | 4 |
| Hosting Type..... | 4 |
| About Supplier..... | 5 |
| Contact Details | 5 |
| DFOCVC Framework | 6 |
| Virtual Lucy™ List Price | 6 |
| Virtual Lucy™ Capabilities Met - NHS Assessed..... | 6 |
| NHS Standards | 8 |
| Overarching Standards..... | 8 |
| Standards Met to Date..... | 10 |
| Work- Off Plan..... | 10 |
| Service Level Information..... | 12 |
| Appedix 1- Catalogue Solution Data Processing Records | 21 |

Healthcare Business Solutions (UK) Limited

Pure Offices, Lake View Drive, Annesley, Nottingham, England, NG15 0DT

Virtual Lucy™

Solution Description

- **Summary**

Virtual Lucy™ is a platform designed to match patients needing specialist care with the correct medical expert. It is a video and online consultation platform designed by clinicians, based on 10 years of experience of designing and running virtual services in secondary care.

- **About Virtual Lucy™**

Virtual Lucy™ is transforming specialist services by offering a digital solution to medical consultations. It is an innovative digital healthcare platform that is easy to use and secure. Our unique selling points are:

- We can deliver Virtual Lucy™ as a software platform for you to operate, or we can provide a full service using our own clinical network for remote consultations.
- Our platform is highly configurable to match individual service needs and custom care pathways.
- We work across multiple specialties in secondary care.
- We are in operation in both the NHS and private sector.
- We are already supporting more than 10,000 patient consultations per year.
- We have a very high patient and clinician satisfaction record.

[View more information about Virtual Lucy™](#)

Features

- Automated digital triage guides patients to the most appropriate medical expert.
- Video, Audio and Online consultations supported as most appropriate for the care pathway.
- Electronic booking system for administrators or for patients to manage their own appointments.
- Configurable pre-assessment questions save appointment time and support clinicians with a diagnosis.
- Automated letters generated based on notes recorded in a consultation and shared electronically.
- Onward referrals: integrated postcode search for a diagnostics provider or face to face appointment.
- Integrated PACS viewer - shared diagnostic imaging view during virtual consultation.

- Integrated patient information plus evidence-based customisable rehab plans via a dedicated app.
- Patient Portal with shared notes and appointments timeline. Reports, images, files in one place.
- Automated data capture for pre-assessment, satisfaction and outcome reporting.

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"> • Google Chrome 89 • Microsoft Edge 89 • Chromium 89 • Mozilla Firefox 87 • Safari 14 |
| Responsive design | Yes |
| Mobile first approach | No |
| Plug ins or extensions required | No |
| Minimum connection speed required | Lower than 0.5Mbps |
| Recommended desktop aspect ratio and screen resolution | 16:9 - 1280 x 720 |
| Hardware requirements | Windows computer running Windows 7 or later. Apple computer running OS X 10.12 or later. Android tablet or smartphone less than 3 years old. Apple iPhone or iPad less than 3 years old. |
| 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 | Virtual Lucy is securely hosted by AWS in UK data centres. |
| Does the user require a HSCN or N3 connection to use this Catalogue Solution? | No |

About Supplier

HBSUK are disruptors through innovation. Their vision is “Making Healthcare Better”.

HBSUK provide numerous healthcare-based solutions to a variety of clientele:

- Served over 25 Trusts since 2012
- Undertaken more than 50,000 surgical procedures
- Completed 100+ insourcing project mobilisations
- Delivered more than 100,000 outpatient and minor procedures
- More than 1000 consultants
- More than 500 Nurses and AHP’s
- Own nursing and doctor international recruitment business providing permanent nurses and doctors to Trusts

As triage professionals, HBSUK consistently deliver tomorrows solutions, today.

[Learn more about the Supplier of this solution](#)

Contact Details

Managing Director

Charles Byrne

07867552557

charles@hbsuk.co.uk

DFOCVC Framework

Virtual Lucy™ 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 |
|--------|--------|-----------------------------|
| 1-20 | £83.33 | Per clinical user per month |
| 21-50 | £75.00 | Per clinical user per month |
| 51-100 | £66.67 | Per clinical user per month |
| 101+ | £58.33 | Per clinical user per month |

Unit of Price: Per clinical user per month

Virtual Lucy™ 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 | |
| DFOCVC May Epics | <p>E00005 - respond to Online Consultation requests for support from Patients/Service Users</p> <p>E00007 - include attachments in Online Consultation requests</p> <p>E00028 - customisation of report</p> <p>E00029 - report on utilisation of Online Consultation requests for support</p> <p>E00030 - report on outcomes or dispositions provided to the Patient/Service User</p> <p>E00031 - report on the status of Online Consultations</p> <p>E00032 - report on Patient demographics using Online Consultation</p> <p>E00033 - manually prioritise Online Consultation requests for support</p> <p>E00034 - assign Online Consultation requests to a Health or Care Professional manually</p> <p>E00035 - categorise outcome of Online Consultation requests</p> <p>E00037 - automatically prioritise Online Consultation requests</p> <p>E00075 - Patient/Service User feedback for Online Consultation</p> <p>E00080 - customisation of the question sets for Patients/Service Users requesting Online Consultation support</p> <p>E00082 - notification to Patients/Service Users</p> <p>E00083 - customisation of instructions to Patients/Service Users using Online Consultation Solution</p> <p>E00086 - configuration of the triage process</p> |
| 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 |

| Sections | Information |
|--|---|
| DFOCVC Must Epics that have not been met | |
| Supplier Defined Epics | |
| DFOCVC May Epics | E00043 - end Video Consultation with a Patient/Service User E00051 - electronically share files during a Video Consultation E00053 - Health or Care Professional can share their screen during a Video Consultation E00069 - Patient/Service User feedback on Video Consultations E00072 - reminder of upcoming or scheduled Video Consultation |
| DFOCVC May Epics that have not been met | |

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 | Learn more about the Business Continuity and Disaster Recovery Standard |
| 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 |
| 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 |

| | |
|--|---|
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |

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 DFOVC 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 08.01.2022. | Learn more about the Business Continuity and Disaster Recovery Standard |

| Type of Work-off Plan | Details | More information |
|-----------------------|--|--|
| Standard | Clinical Standard has a Work-off Plan item to achieve full CATR. The proposed delivery date for this item is 08.01.2022. | Learn more about the Clinical Safety Standard |
| Standard | Data Migration Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Data Migration Standard |
| Standard | Data Standards has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about Data Standards |
| Standard | Hosting & Infrastructure Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Hosting & Infrastructure Standard |
| Standard | Information Governance Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Information Governance Standard |
| Standard | Interoperability Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Interoperability Standard |
| Standard | Non-functional Questions Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Non-functional Questions Standard |
| Standard | Testing Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Testing Standard |
| Standard | Training Standard has a Work-off Plan item. The proposed delivery date for this item is 08.01.2022. | Learn more about the Training Standard |

Service Level Information

Confirm the Performance Regime for each Catalogue Solution. The table is populated with the standard Type 1 Service regime.

- Suppliers of Type 1 Catalogue Solutions can submit this document as drafted. If a Type 1 Catalogue Solution offers an enhancement to the minimum Service Level Agreement the tables should be updated to include the enhancements.
- Suppliers of Type 2 Catalogue Solutions should describe their Performance Regime using the tables as a guide. Type 2 Suppliers can delete what they wish and alter any content as they wish.
- If Suppliers offer an Additional Service which has a Performance regime that varies from its Solution, Suppliers should copy the table and describe their Performance Regime using the table as a guide, deleting and altering content as they wish.

• Service Hours

| Category | Time Period | Applicable Days |
|-------------------|---------------|--|
| Support Hours | 06:30 - 20:30 | Monday – Sunday inclusive and including Bank Holidays. |
| Non-Support Hours | 20:30 - 06:30 | Monday – Sunday inclusive and including Bank Holidays. |

• Permitted Downtime

| Days in Service Period | Permitted Downtime in minutes (during Support Hours) | Permitted Downtime in minutes (during Non-Support Hours) |
|------------------------|--|--|
| 31 | 26 | 18 |
| 30 | 25 | 18 |
| 29 | 24 | 17 |
| 28 | 23 | 16 |

- **Service Levels**

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|--|-------------------------------|------------------------------|--|---|--|
| Availability Management in Support Hours | 99.9% in Support Hours | Less than 99.9% | Every minute that the Catalogue Solution is Unavailable to a Service Recipient (with the exception of permitted downtime) after the 99.9% target | Minutes Unavailable x 5 per Service Recipient | 860 Caps also in place per Downtime event and per Service Recipient – for Type 1 see the Service Management Standard, for Type 2 set out any limits |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|--|---|----------------------------------|--|---|--|
| Availability Management in Non-Support Hours | 99.9% in Non-Support Hours | Less than 99.9% | Every minute that the Catalogue Solution is Unavailable to a Service Recipient (with the exception of permitted downtime) after the 99.9% target | Minutes Unavailable x 1 per Service Recipient | 860 Caps also in place per Downtime event and per Service Recipient – for Type 1 see the Service Management Standard, for Type 2 set out any limits |
| Service Desk and Call Answer Time | 97% within 180 seconds during Support Hours | Less than 97% within 180 seconds | A = Number of calls Answered within 180 seconds for all Service Recipients B = Number of calls Offered for all Service Recipients | each service day Each failed day x 4.5 | 45 |
| Escalation and Complaints Management: Acknowledge | within 2 Support Hours | Greater than 2 hours | Each failed response | Number of failures x 10 | 50 |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|---|-------------------------------|--|------------------------|---|--------------------------------------|
| Escalation and Complaints Management: Respond | within 5 Working Days | Greater than 5 Working Days | Each failed response | Number of failures x 20 | 50 |
| Escalation and Complaints Management: Update | every 5 Working Days | Failure to provide update every 5 Working Days | Each failed response | Number of failures x 10 | 50 |
| Incident and High Severity Incident (HSSI) Management: Significant HSSI raised | Zero Significant HSSIs raised | HSSIs raised | Number of HSSIs raised | Number of HSSIs raised x 50 | 440 |
| Incident and High Severity Incident (HSSI) Management: Severity 1 HSSI raised | Zero HSSIs raised | HSSI raised | Number of HSSIs raised | Number of HSSIs raised x 10 | 440 |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|--|---|--|--|---|--------------------------------------|
| Incident and High Severity Incident (HSSI) Management: Severity 1 resolved | Incidents resolved in less than or equal to 120 minutes | Greater than 121 minutes Greater than 181 minutes | Number resolved in 121-180 minutes Number resolved in more than 181 minutes | Number of incidents x 25 Number of incidents x 10 Plus an additional 10 for each subsequent hour not resolved | 440 |
| Incident and High Severity Incident (HSSI) Management: Severity 2 raised | Zero HSSIs raised | HSSI raised | Number of HSSIs raised | Number of HSSIs raised x 5 | 440 |
| Incident and High Severity Incident (HSSI) Management: Severity 2 incident resolved | Incidents resolved in less than or equal to 240 minutes | Greater than 241 minutes up to 360 minutes Greater than 361 minutes | Number resolved in 241-360 minutes Number resolved in more than 361 minutes | Number of incidents x 10 Number of incidents x 5 Plus an additional 5 for each subsequent hour not resolved | 440 |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|--|--|---|---|---|--------------------------------------|
| Incident and High Severity Incident (HSSI) Management: Severity 3 incident resolved | Incidents resolved in less than or equal to 960 minutes | Greater than 961 minutes up to 1440 minutes Greater than 1441 minutes | Number resolved in 961-1440 minutes Number resolved in more than 1441 minutes | Number of incidents x 0.25 Number of incidents x 0.10 | 440 |
| Incident and High Severity Incident (HSSI) Management: Severity 4 incident resolved | Incidents resolved in less than or equal to 2880 minutes | Greater than 2881 minutes up to 4320 minutes Greater than 4321 minutes | Number resolved in 2881-4320 minutes Number resolved in more than 4321 minutes | Number of incidents x 0.125 Number of incidents x 0.05 | 440 |
| Incident and High Severity Incident (HSSI) Management: Severity 5 incident resolved | Incidents resolved in less than or equal to 8640 minutes | Greater than 8641 minutes up to 12960 minutes Greater than 12961 minutes | Number resolved in 8641-12960 minutes Number resolved in more than 12961 minutes | Number of incidents x 0.05 Number of incidents x 0.025 | 440 |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|---|--|---|--|---|--------------------------------------|
| Problem Management | Problems resolved in less than or equal to 60 days | <p>Problems resolved in 61 days - 90 days</p> <p>Problems resolved in 91 - 120 days</p> <p>Problems resolved in 121 - 240 days</p> <p>Problems resolved in more than 241 - 360 days</p> | <p>Number of problems resolved in 61-90 days</p> <p>Number of problems resolved in 91-120 days</p> <p>Number of problems resolved in 121-240 days</p> <p>Number of problems resolved in 241-360 days</p> | <p>Number of problems x 25 5 for each subsequent period that the problem remains open</p> <p>Number of problems x 20 4 for each subsequent period that the problem remains open</p> <p>Number of problems x 15 3 for each subsequent period that the problem remains open</p> <p>Number of problems x 10 2 for each subsequent period that the problem remains open</p> | 185 |
| Change and Release Management: conditions | Conducted in accordance with prescribed conditions | Any Release or Change not conducted in accordance with the prescribed conditions | Number of Releases or Changes not conducted in accordance with prescribed conditions | Number of Releases or Changes not conducted in accordance with prescribed conditions x 30 | 50 |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|--|---|--|---|---|--------------------------------------|
| Change and Release Management: conditions: impact | No HSSI or unavailability events | Any HSSI or unavailability that occurs | Each HSSI or unavailability event | Number of HSSIs and unavailability events x 20 | 50 |
| Interface Mechanisms: Completion of full integration | Within 40 Working Days | Failure to achieve full integration within 40 Working Days | Failure to achieve a full integration within the time limits | Failures x 160 | 160 |
| Interface Mechanisms: Supported test environment | Availability 99.8% | Less than 99.8% Failure to resolve availability of less than 99.8% within 31 days | Instance of less than 99.8% availability Instance of failure to resolve within 31 days | Instance x 80 Instance x 160 | 160 |
| System Response Times: Service Level 1 – System Response times | 98.5% of transactions processed in less than or equal to 1 second | More than 98.5% of transactions processed in more than 1 second | Failure to process 98.5% of transactions in less than or equal to 1 second | Failures x 80 | 160 |

| | Operating Service Level (OSL) | Critical Service Level (CSL) | Measurement Method | Service Point calculation (if not applicable, state not applicable) | Service Point Cap per Service Period |
|--|---|--|--|---|--------------------------------------|
| System Response Times: Service Level 2 – Bulk Transactions | Groups of 1000 transactions handled in less than or equal to 30 minutes | Groups of 1000 transactions processed in more than 30 minutes | Failure to process groups of 1000 transactions is less than or equal to 30 minutes | Failures x 80 | 160 |
| Reporting and report delivery: Reporting <ul style="list-style-type: none"> • Release and Maintenance Plan; • Performance Monitoring Report; • High Severity Incident Report; • Request for Changes; • Action Report | Reports on time as specified | Reports late or materially inaccurate / toolset inaccurate 3 consecutive periods of inaccuracy or materially inaccurate reports | Each occurrence of lateness or material inaccuracy Each consecutive period of lateness or material inaccuracy | Per report x 10 Per consecutive period x15 | 50 |

Appedix 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 | Virtual Lucy |
| Subject matter of the Processing | Online and video consultation services – specifically, enabling medically trained healthcare professionals to provide advice, diagnosis and a care plan to patients with conditions requiring secondary care. |
| Duration of the Processing | For the duration of the contract. |
| Nature and purposes of Processing | <p>Data will be collected and used as follows:</p> <ol style="list-style-type: none"> a. Directly from the patient through online questionnaires completed before or after a clinical consultation for the purposes of direct patient care. b. Directly from the patient through online questionnaires and telephone follow-up to measure the performance of the service. c. Directly from the patient during a clinical consultation for the purposes of direct patient care. d. From patient records held by the referring organisation, for the purposes of direct patient care. <p>Data will be recorded and stored as follows:</p> <ol style="list-style-type: none"> a. Data entered into Virtual Lucy will be stored in an AWS data centre and retained for eight years after the patient is recorded as discharged as recommended by the BMA https://www.bma.org.uk/advice-and-support/ethics/confidentiality-and-health-records/retention-of-health-records. After this time the data will be destroyed. b. Online consultations will be recorded automatically. There recordings form part of the medical record https://www.bma.org.uk/advice-and-support/ethics/confidentiality-and-health-records/taking-and-using-pictures-and-recordings-of-patients and are also stored in an AWS data centre for eight years after the patient is recorded as discharged. After this time the recordings will be destroyed. |

| | |
|-------------------------------------|--|
| | <p>Data may be shared as follows:</p> <ol style="list-style-type: none"> a. A subset of personal data may be shared with clinical imaging providers in order to identify the Member to the receiving party and direct the medical imaging to be undertaken. b. Personal data may be shared with the patient's GP for the purposes of direct patient care. c. Personal data may be shared with another clinician as part of an onward referral for the purposes of direct patient care. d. Personal data may be shared with the original referrer if we are unable to help a patient further or require additional authorization to proceed with our recommended care pathway. |
| <p>Type of Personal Data</p> | <p>The personal data captured for every patient includes</p> <ul style="list-style-type: none"> • Name • Email address • Date of birth • NHS number • Contact telephone number • Home address • GP Surgery • Name of GP • GP contact email address <p>In addition, patients are asked to answer detailed questions about their condition and personal medical history. The exact questions depend on the symptoms they present. Patients may also be asked to upload a photograph or a file containing a past medical report.</p> <p>In the context of an online appointment with a patient, the clinician will also record further information such as their own notes, a working diagnosis and a treatment plan.</p> <p>After a consultation patient's may be asked to answer questions designed to measure the state of their condition so that their progress can be measured – Patient Reported Outcome Measures (PROMs).</p> <p>Patients may also be asked questions about their experience of our service for the purpose of monitoring and improving it – Patient Reported Experience Measures (PREMs).</p> |

| | |
|--|--|
| | <p>All online consultations are recorded automatically which includes the video feed for video appointments.</p> <p>The personal data captured for Referrers and HBSUK employees includes:</p> <ul style="list-style-type: none"> • Name • Email address <p>The personal data captured for Clinicians includes:</p> <ul style="list-style-type: none"> • Name • Email address • Medical qualifications and registrations • Signature • Telephone number • Professional biography |
| Categories of Data Subjects | Patients, Clinicians, Referrers and HBSUK employees |
| Plan for return and destruction of the data once the Processing is complete | Data is only kept for as long as required for a maximum of 8 years. Data will be available on request subject to any regulatory / legal reasons. |
| 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 | Twilio |
| Subject matter of the Processing | IP Video and audio calling service with call recording |
| Duration of the Processing | For the duration of the contract. |
| Nature and purposes of Processing | <p>Data will be collected and used as follows:</p> <ol style="list-style-type: none"> Video and audio data will be collected from patients and clinicians for the purposes of enabling them to see and hear each other during a consultation. <p>Data will be recorded and stored as follows:</p> <ol style="list-style-type: none"> Video and audio calls initiated through Virtual Lucy are recorded automatically. These recordings form part of the |

| | |
|--|---|
| | <p>medical record https://www.bma.org.uk/advice-and-support/ethics/confidentiality-and-health-records/taking-and-using-pictures-and-recordings-of-patients and are stored in an AWS data centre for eight years after the patient is recorded as discharged. After this time the recordings will be destroyed.</p> <p>Data may be shared as follows:</p> <ol style="list-style-type: none"> a. Twilio does not receive any information about the patient or clinician to identify them, other than the video and audio streams. |
| Type of Personal Data | Images and sound from a medical consultation |
| Categories of Data Subjects | Patients and Clinicians |
| Plan for return and destruction of the data once the Processing is complete | Data is only kept for as long as required for a maximum of 8 years. Data will be available on request subject to any regulatory / legal reasons. |

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 | N/A |
| 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 | |