

# Primary Care Transformation Test Beds

Digital Primary Care



# Primary Care test beds – supplier briefing

Surrey Heartlands test beds will enable innovation and transformation of primary care services, with a focus on improving access, capacity and patient outcomes. Learning will be used to inform scope and requirements of an upcoming procurement, expected to cover core PCARP capabilities.

## Opportunity Overview

A £1.3 million non-recurrent funding pool is available for innovative projects. The initiative seeks to support transformation and new ways of working, enabled by relevant technology, while improving patient outcomes across Surrey Heartlands.

## Key Objectives

- Enable at-scale access provision, integrating 'in and out of hours' general practice
- Create capacity through efficient outbound flows, utilising technologies like automation and AI
- Benefit staff wellbeing and improve patient experience and outcomes

## Project Scope

- Duration: 12 months, starting from project initiation
- Eligible applicants: GP practices, with priority given to

collaborative projects

- Funding covers: Technology costs, staff, training, and additional work hours

## Technology Requirements

1. Innovative solutions that support transformation and collaboration at scale
2. Technologies that enable channel-agnostic access to healthcare services
3. Automation tools for creating capacity and improving efficiency
4. Solutions that can be replicated across other practices

## Procurement

- Contracts for new technology will be held by the bidders and not the ICB
- Support for procurement will be provided by the National Procurement Hub
- Where new technology is required, we're expecting suppliers to support one-year contracts under NHS standard terms





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## Evaluation Criteria

Priority will be given to projects that:

1. Involve multiple stakeholders and demonstrate potential for wide-area impact
2. Show innovation and replicability
3. Align with the objectives of improving access, capacity, and patient outcomes

## Post-Test Bed Considerations

- Funding beyond the 12-month period is not guaranteed
- Solutions aligned with upcoming procurement scope may receive continued support
- Providers may need to self-fund technologies not procured by the ICB after the test bed period

## Support and Compliance

The ICB will provide support in:

- Ensuring compliance with rules and standards
- Guidance on handling sensitive information
- Clinical safety measures

- Risk management
- Data protection practices

## Application Process

- Deadline for bids: Monday, February 17, 2025, at 9am
- Clarification period: Until the end of the week commencing February 10, 2025

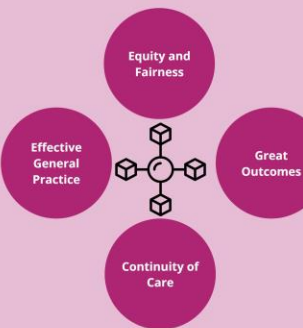
Suppliers should focus on highlighting where they have flexible, scalable solutions that can demonstrate tangible improvements in primary care delivery within the 12-month timeframe. Collaboration with providers at scale and alignment with the ICB's long-term strategy will be advantageous for potential long-term adoption of successful technologies.



## Scale



## Data for Improvement



## Artificial Intelligence & Automation



Automated Pathology Filing

Clinical Correspondence

Virtual Assistants

Automated Signposting

Registration

Referral Transcription & Sending

Patient-Facing Chatbot

Consultation Transcription

Automated Triage

Automated Assignment

Automated Call Routing

Continuity of Care

Inbound

Outbound

Supported Discharge

Supported Self-Care

Automated Call/Recall

Cross-Organisational Booking

Cross-Organisational Tasking

Shared Worklists

Shared Workforce

Contact Centre



Online Consulting  
& Cloud Telephony

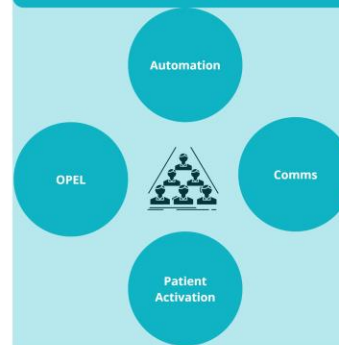


Data & Business  
Intelligence

## Staff Wellbeing



## Capacity





# Functional areas for test bed pilots

Applicants can  
choose from  
these test bed  
areas:

1

## Inbound

- **Online consulting**
  - At scale access hub – phone and/or online (enabled by current or new functionality/tools)
  - AI powered triage and prioritisation
- **Patient navigation**
  - Web and phone-based AI navigation and workflows
- **Document management @ scale**
  - Intelligent automation
  - At scale document management

2

## Outbound

- **Ambient Voice Technology**
  - Developing clinic templates
  - Enabling consistent referral pathways
- **Automation of Recall / LTC management**
  - Creation of SOPs and flows to enable
- **Optimising current tools for recall / LTC management**
  - Development of improved workflows (Ardens Manager and Accurx SOPs)

3

## Business processes

- AI rostering and scheduling tools
- Assistive AI for communications and business support





# Overarching requirements

As part of the test bed initiation phase, assurance checks will be required for all technology used within test beds, where it hasn't already been completed by the ICB or CSU. The following table summarises the high-level requirements that successful bidders will need, though please note this list is not exhaustive.

## Certifications

DCB0129

DTAC

DSPT

ICO Registration

Cyber Essentials Plus

ISO 27001 (where applicable)

MHRA Medical Device (where applicable)

WCAG 2.1 (AA or higher)

NHS Login

## Technical Requirements

Elastic/Scalable Resource Allocation

Cloud-based

Interoperability Standards

Integrates with SystmOne (GP & Community calibrations)

Integrates with EMIS Web (GP & Clinical Services calibrations)

At least onboarding with NHS App pref Gateway 3

## Security Standards

SSO with NHS Smartcard

MFA with NHSMail

