

# Procurement of pre-approved suppliers of online and video consultation systems for GP practices to support COVID-19

2 June 2020 Version 2

A rapid procurement invitation to tender has been completed via the [dynamic procurement system \(DPS\) framework](#). This has resulted in a list of approved online consultation and video consultation suppliers that can be immediately called off by commissioners. Video consultation suppliers are also available via central funding on the [Digital Care Services \(DCS\) framework \(GP IT Futures\)](#).

Four lots were set in place for digital triage and one lot for video consultation **via** the DPS framework. Detailed below are the lots and the successful suppliers allocated to each lot. For any queries on the different lots on this list, please contact the National Commercial and Procurement Hub via: [commercial.procurementhub@nhs.net](mailto:commercial.procurementhub@nhs.net).

## Triage

**LOT 1: free text** – The patient completes an online form where the questions have free text answers. The patient describes symptoms and submits to the practice for manual triage, which is based around the free text description of symptoms or query by the patient. No suppliers were successful in this lot.

SUPPLIER	PRODUCT NAME
No successful suppliers	No successful suppliers

**LOT 2: templated** – The patient completes an online form with set questions, largely in a closed format (eg yes/no). The patient may be signposted to self-care or the patient submits to the practice for manual triage. Questions are set by the supplier's system based on clinical protocols developed by the supplier.

SUPPLIER	PRODUCT NAME
eConsult Health Ltd	eConsult
Engage Health Systems Ltd	Engage Consult

**LOT 3: customisable** – The patient completes a questionnaire to submit issues or symptoms. These questionnaires are based on templates from the supplier but are customisable by the practice to a large extent (in contrast to the free text or templated solutions listed above). The practice can create a mixture of free text and/or closed format questions. The patient may be signposted to self-care, or to another service, or the patient submits their request to the practice for manual triage.

SUPPLIER	PRODUCT NAME
Silicon Practice Ltd	Footfall
Visiba UK Ltd	Visiba Care

**LOT 4: automated triage** – The patient completes a set of questions that are part of an automated triage process, which will provide the patient with a course of action based on a verified clinically based decision pathway or algorithm. The automated triage tool will direct the patient to self-care or to other services or send the online consultation to the practice for action. The tool will take account of the latest clinical advice on COVID-19 and, for example, will not recommend a face-to-face appointment for a patient with symptoms suggestive of COVID-19.

SUPPLIER	PRODUCT NAME
Doctorlink Ltd	Doctorlink
Egton Medical Information Systems Ltd	EMIS Online Triage
Sensely UK Ltd	Ask NHS

## Video consultation

**LOT 5: video** – Functionality that allows a clinician-to-patient consultation to take place using video software.

SUPPLIER	PRODUCT NAME
Digital Medical Supply UK Ltd	LIVI
Doctorlink Ltd	Doctorlink
eConsult Health Ltd	eConsult
Egton Medical Information Systems Ltd	EMIS Online Triage
Engage Health Systems Ltd	Engage Consult
iPLATO Healthcare Ltd	Remote Consultation
MyMed Ltd	Q Doctor
One Medical Group Ltd	Lincus
Sensely UK Ltd	Ask NHS
Silicon Practice Ltd	Footfall
Visiba UK Ltd	Visiba Care

**Digital Care Services Framework (GP IT Futures)** - You can find further information and guidance on how to procure a video consultation system on this framework via the [NHS Digital website](#).

For enquiries related to the Digital Care Services framework (GP IT Futures) please contact [gpitfutures@nhs.net](mailto:gpitfutures@nhs.net)