

Solutions & Services

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Who We Are

Apps, Automation, Data & AI



Founded in 2019

Emerged from the rising demand to leverage low-code/no-code technologies. Developed a catalogue of reusable Power Apps & Automations, featured on the NHS Mail Solution Store.



Health Focussed

Working with over 30 NHS Trusts, exclusively focused on delivering impactful solutions for the healthcare sector, including within the Central Tenancy.



Local Consultancy

All employees are permanent hires, based in the UK. We offer professional delivery, support, and enablement services tailored to NHS needs.



Trusted Partner

Microsoft-certified partner, trusted by NHS England. Specialists in Power Platform and rapid delivery.



Microsoft
Solutions Partner

DigPacks Experience

Apps, Automation, Data & AI



AI agents available
across all apps



Compliance



DPIA App



Risk Management



PSIRF



Clinical Audits



Ligature Risk Management



Document Management

Workforce & HR



Staff App & ESR Automation



Booking Sync



Patient Experience Capture



Supervision App



Appraisals



Vacancy Control



Vaccination Hub

Operations



Referral Processing



Asset Manager/Register



Invoice Processing



Stock Control



Asset Booker



E-observations

Some of Our NHS Clients

Apps, Automation, Data & AI



Essex Partnership University
NHS Foundation Trust



Digital Health and Care Wales



**Central London
Community Healthcare**
NHS Trust



**The Leeds
Teaching Hospitals**
NHS Trust



Velindre University NHS Trust



**Mersey and West Lancashire
Teaching Hospitals**
NHS Trust



**Yorkshire
Ambulance Service**
NHS Trust



**Birmingham Women's
and Children's**
NHS Foundation Trust



**Norfolk and Norwich
University Hospitals**
NHS Foundation Trust



Hertfordshire Partnership University
NHS Foundation Trust



East London
NHS Foundation Trust



Imperial College Healthcare
NHS Trust



North London
NHS Foundation Trust



Berkshire Healthcare
NHS Foundation Trust



**Great Ormond Street
Hospital for Children**
NHS Foundation Trust



Bolton

NHS Foundation Trust



Midlands Partnership University
NHS Foundation Trust



Pennine Care
NHS Foundation Trust



**East of England
Ambulance Service**
NHS Trust



Kent Community Health
NHS Foundation Trust



Hertfordshire Community
NHS Trust



Royal Berkshire
NHS Foundation Trust



Bedfordshire Hospitals
NHS Foundation Trust



**South Western
Ambulance Service**
NHS Foundation Trust



**University Hospitals
Bristol and Weston**
NHS Foundation Trust

Empower all with low-code innovation

Power Apps



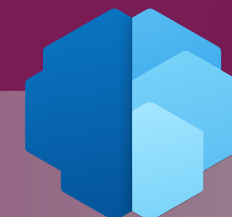
- Build custom apps fast
- Connect to 1,500+ data sources
- Empower citizen & pro developers

Power Automate



- Automate workflows across apps
- Streamline repetitive tasks
- Boost efficiency with AI integration

AI Builder



- Add AI to apps & workflows
- Use prebuilt or custom models
- No code required

Dataverse



- Unified data platform
- Scalable, secure, and compliant
- Rich data relationships & business logic

Power BI



- Transform data into insights
- Interactive dashboards & reports
- Drive better decisions, everywhere

Power Pages



- Create secure, low-code websites
- Engage external users
- Connect web front-ends to business data

Managed Environments



- Enterprise-grade governance
- Admin visibility & data policies
- Simplify scaling & support

Copilot



- AI-powered assistance
- Streamlined tasks & smarter decisions
- Built into every app, for every user



OUR SERVICES



DigPacks Service Offering

Apps, Automation, Data & AI



DigPacks Consulting

Providing strategic insights and governance to identify and prioritise opportunities, ensuring alignment with business goals.



Strategy & Governance



Centre of Excellence



Opportunity Discovery



Envisioning Workshops



DigPacks Delivery

Implementation services, incorporating requirements gathering, through to solution design, build, testing, and deployment.



Proof of Concepts



Pilot Implementations



Solution Builds



Technology Migrations



DigPacks Operations

Delivering continuous support & optimisation to not only maintain, but enhance solution efficacy, alongside user training.



Solution Monitoring



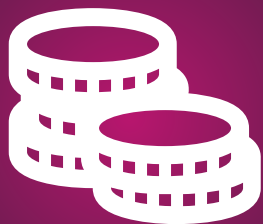
Break/Fix Support



Technical Advisory



Training & Enablement



A Transparent Service

Service access providing 45 hours of managed service support each month, alongside access to all features.



A Scalable Service

Additional 15-hour increments pro-rata when mid-term, providing straightforward scalability to your needs.



A Flexible Service

Flexible add-ons: boost your service hours in 15-hour blocks, anytime.

Managed Service Features

Service Features



Service Portal

Raise tickets, view consumption, & track SLAs, with an AI Assistant.



Knowledge Base

Access DigPacks documentation to kick-start your Power Platform journey.



Training & Enablement

Build key Power Platform skills with targeted resources.



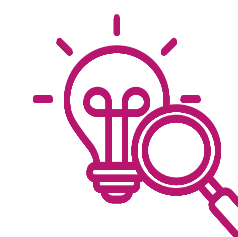
Components

Accelerate development with DigPacks reusable libraries & snippets.



App Catalogue

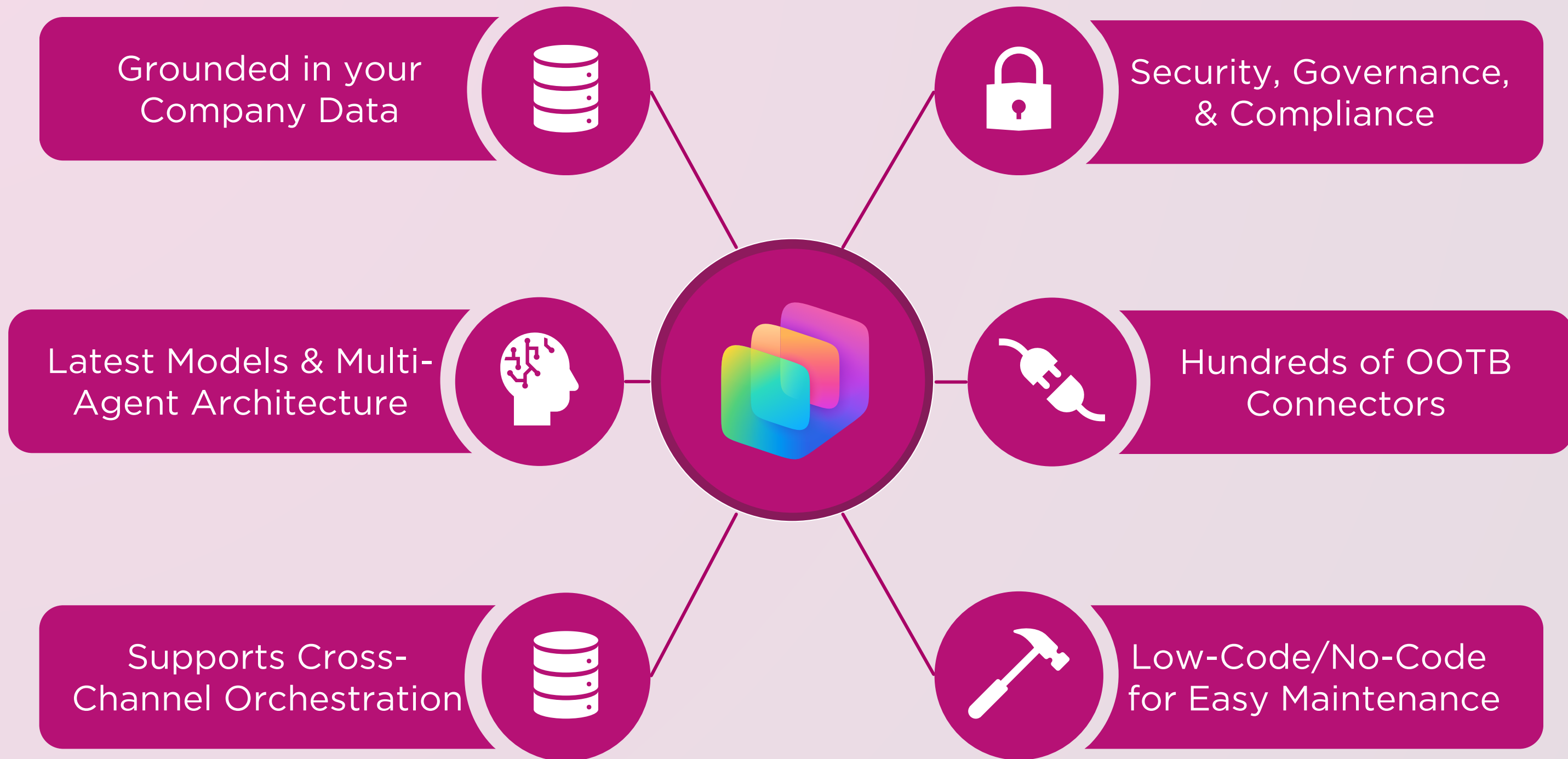
Secure access to all DigPacks ready-made applications.



Discovery and Implementation

Creation and Deployment of Power Platform Solutions.

COPILLOT FOR AGENTS



COPILOT AGENT USE-CASES

PolicyPal

A Teams-based Copilot that helps staff quickly find answers to common policy-related questions.



HealthLink

A Copilot Agent delivered over telephony, providing patient self-service for routing queries and routing to clinical teams.



Safety Lens

An App-integrated Copilot that analyses room photos to automatically draft an environmental risk assessment.



A Copilot Agent that simplifies HR self-service, from flexible working to personal updates, and leave checks.

PeoplePal



An IT support Copilot that enables users to troubleshoot issues, manage tickets, and access self-serve tools.

FixIT Agent



A Copilot Agent that triggers on incoming emails to classify, extract, and post invoices directly into the finance system.

AutoInvoice

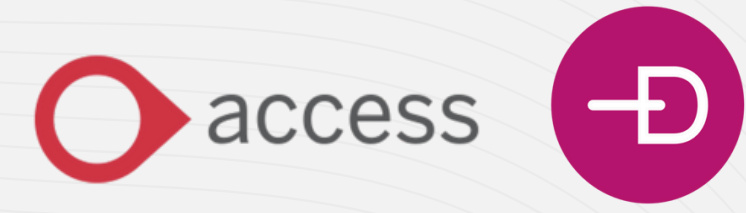
DigPacks Solutions

01. OPERATIONS

Our suite of operations-focused solutions is designed to streamline day-to-day processes, improve visibility, and reduce manual effort across departments. Built on Microsoft Power Platform, these tools support NHS trusts and wider public sector organisations with practical, scalable apps that drive efficiency, compliance and smarter decision-making.

2Refer

Streamlining Patient Referrals



DigPacks' **referral solution**, built on Microsoft Power Platform, transforms the way patients access healthcare services by delivering a seamless, fully automated referral process. Designed for NHS Trusts, healthcare providers, and community services, it simplifies community and self-referrals, reduces administrative burden, and enhances patient experience. The solution automatically ingests incoming referrals, processes them directly into RiO, and creates the referral record for the patient without manual intervention.



🏠

🕒

📅

👤

⚙️

ℹ️

🔍 | Search by patient name or referrer...

Filter (0)

Assign

Notes (0)

Open

Edit

🔄

🔍 | Search by patient name or referrer...

Filter (0)

Assign

Notes (0)

Open

Edit

🔄

Urgency	Date of referral	Patient name	Referrer	Status	Referral type	Owner
R	28 Mar 2025 18:01	Elizabeth Barrett Browning		Validation Required	Physiotherapy	Unassigned
U	28 Mar 2025 18:01	William Blake		Validation Required	Physiotherapy	Unassigned
R	28 Mar 2025 18:01	Tiger Wolfenstein		Validation Required	Physiotherapy	Unassigned
R	28 Mar 2025 18:04	Rocko Rama		Validation Required	Physiotherapy	Unassigned
U	28 Mar 2025 18:04	Stevie Smith		Validation Required	Unclassified	Unassigned
R	28 Mar 2025 18:04	Helga Pataki		Validation Required	Physiotherapy	Unassigned
U	28 Mar 2025 18:04	Gerald Johanssen		Validation Required		

Physiotherapy - Elizabeth Barrett Browning

Processing Time:
2 Days 23 Hours 1 Minutes

Email Received
josh@digpacks.co.uk
28 Mar 2025 18:01

Referral Extracted
28 Mar 2025 18:02

Incomplete Data

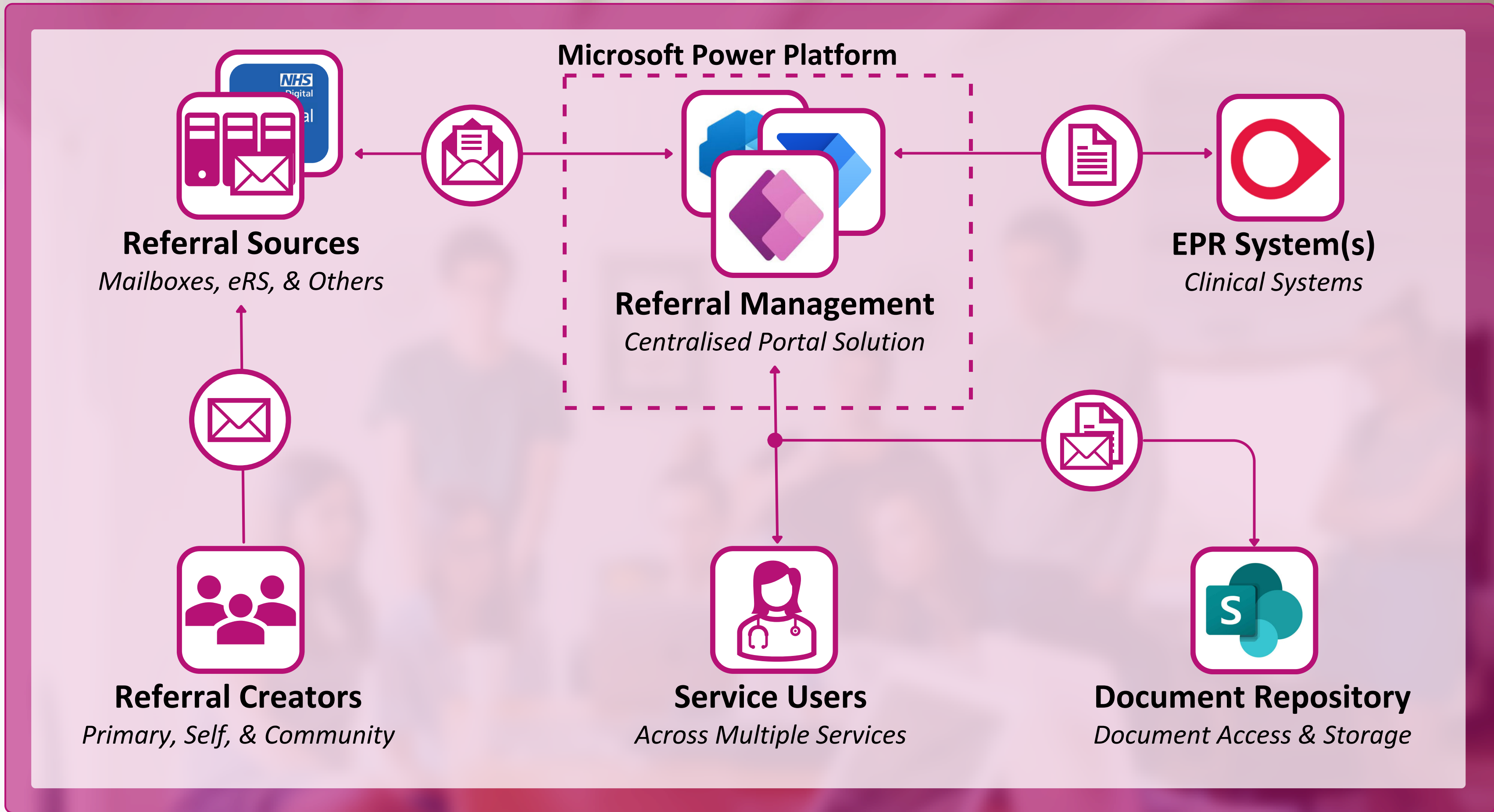
🔍 | Search...

Filter (0)

🔄

ID	Type	Title	Referral	Description	On
RP-00001845	Info	RP - Email Load	N/A	Process Ended	31 Mar 2025 16:36
RP-00001844	Error	RP - Email Load	N/A	Duplicate/Junk Identified	31 Mar 2025 16:36
RP-00001843	Error	RP - Email Load	N/A	Duplicate/Junk Identified	31 Mar 2025 16:36

A management platform that consolidates referrals from disparate sources, streamlining their processing into the Electronic Patient Record (EPR) system, RiO.





1,200,000+ Referrals Created across the NHS every Month



Referrals are Sourced via *Emails, Forms, eRS, & Elsewhere*



Waiting List (RTT) Stands at over 7 Million Patients



17% of Patients have Reported Lost Referrals



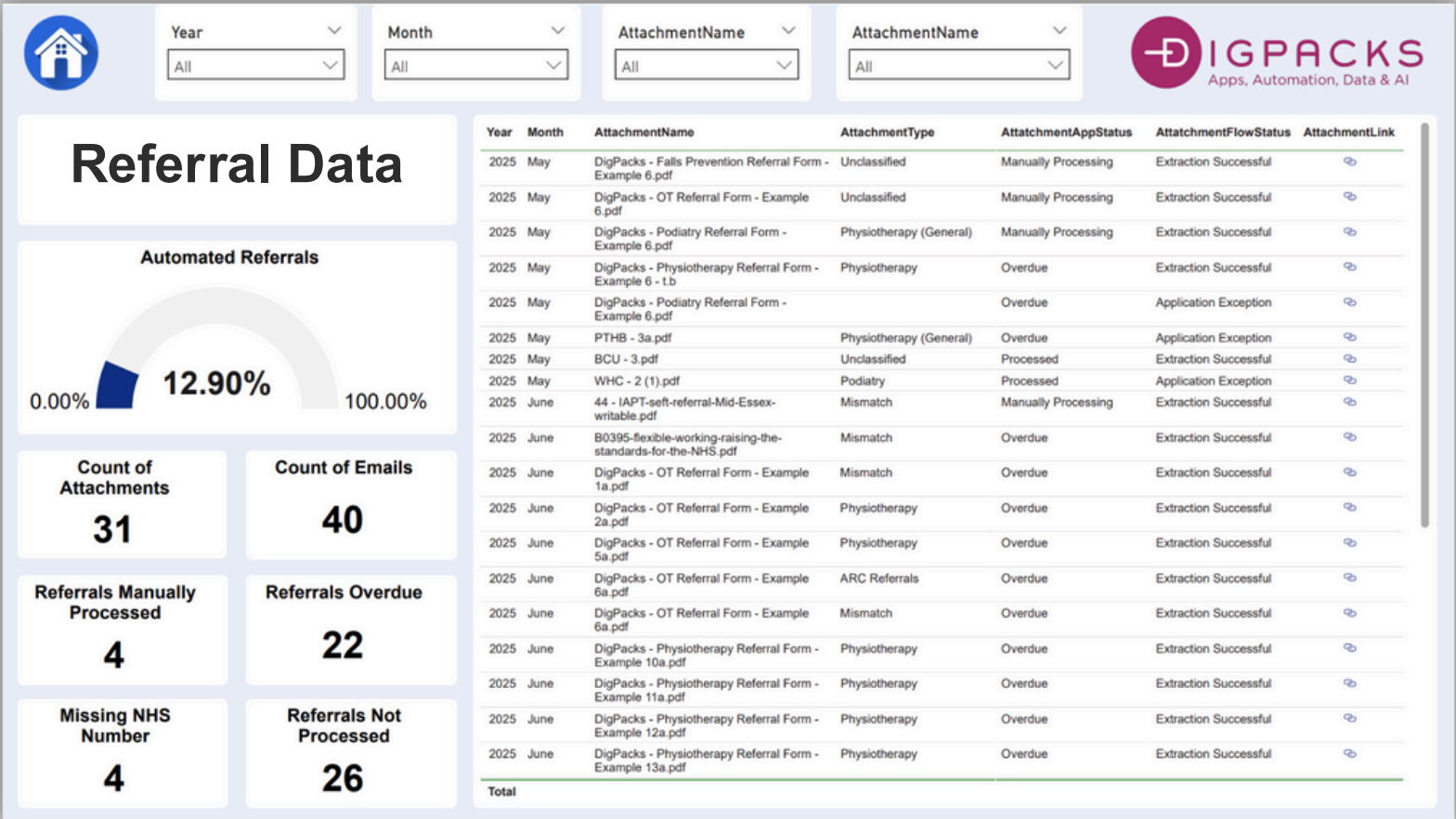
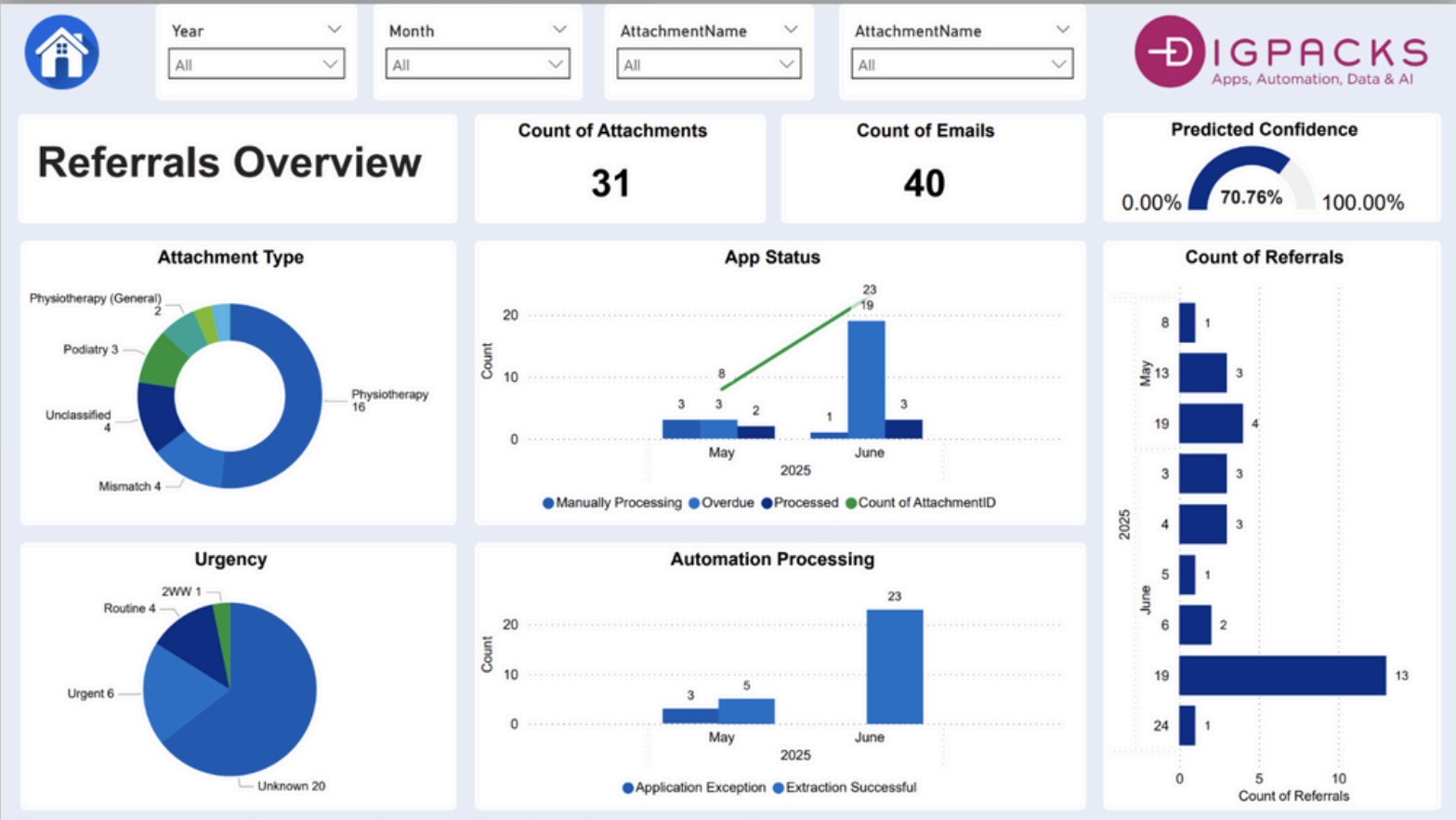
26% of Patients Chased Referrals

NHS



2Refer: Report with Power BI

Streamlining Patient Referrals





Stock Control

Real-time Stock Visibility for a Better Patient Support



The **Stock Control** app is designed to streamline and automate stock management within NHS Trusts, providing real-time visibility and control over stock levels, order statuses and delivery processes. It enhances accuracy and efficiency in inventory management, ensuring that items are readily available where needed.

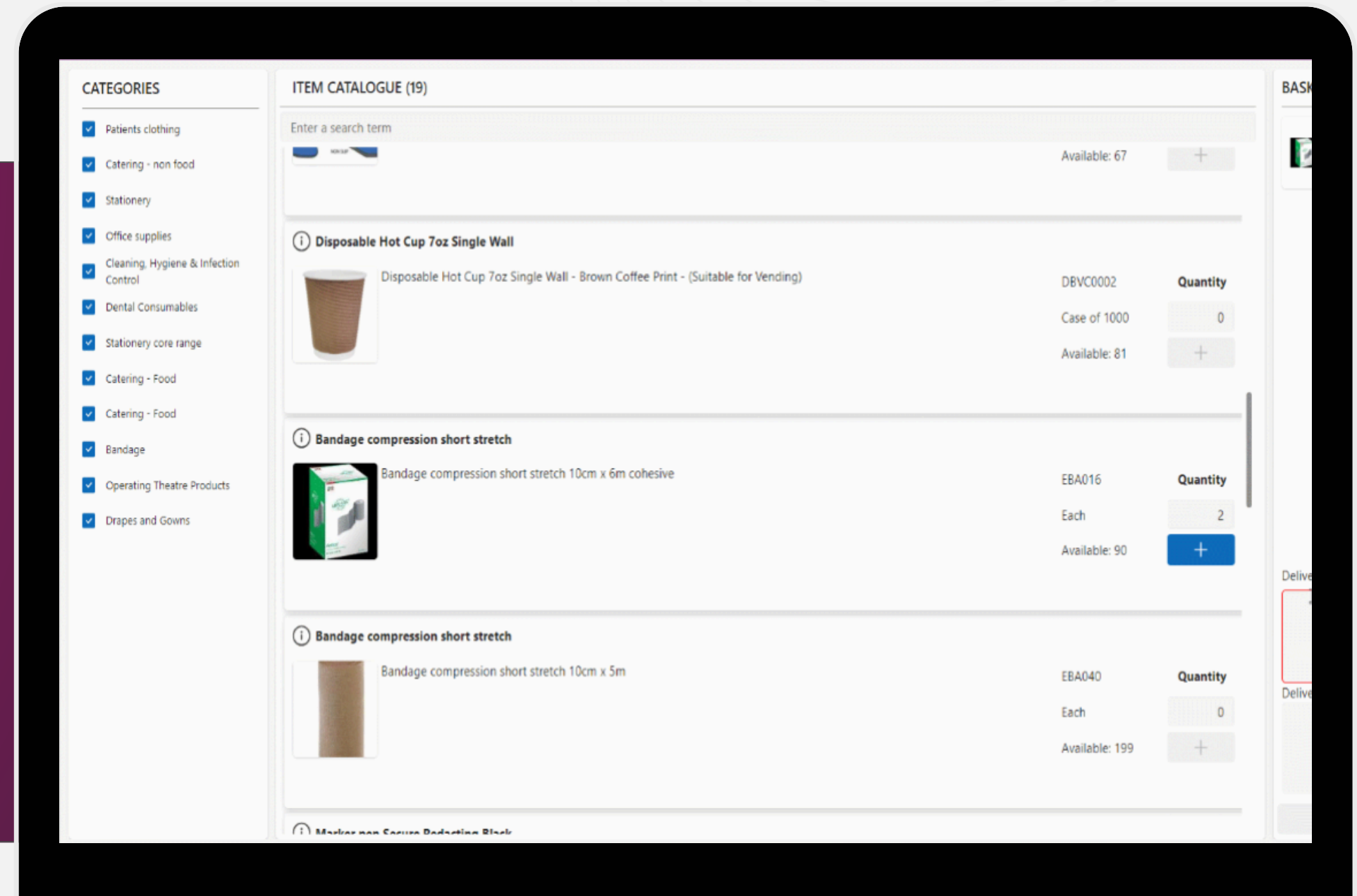


Stock Control

Real-time Stock Visibility for a Better Patient Support

APP FEATURES

- Orders: place, view, pick and cancel orders in real time
- Status: track delivery statuses with automatic notifications
- Stock monitoring: monitor and categories stock; showing low and out of stock items
- Filtering and sorting: easily locate items, orders or deliveries





Stock Control

Real-time Stock Visibility for a Better Patient Support

Before	After (With Stock Control)
Manual, fragmented stock processes – spreadsheets, paper trails, and siloed systems	Centralised stock management – one place for all inventory data
No real-time view of stock – difficult to know what's available	Real-time visibility – instant updates on stock levels and locations
Frequent stock outs or overordering – leads to delays and waste	Optimal inventory levels – automated alerts prevent shortages and overstocking
Disconnected communication – tracking via email or phone calls	Streamlined communication – all updates and notifications in one platform
Limited role-based control – risk of errors or unauthorised changes	Secure access – permissions tailored to roles and responsibilities

- ✓ Stock discrepancies reduced by **up to 75%**
- ✓ Stock availability visibility **increased to 100%**
- ✓ Urgent stock-out incidents lowered by **up to 80%**
- ✓ Order processing time cut by **up to 60%**



Community & School-Aged Immunisation Service (SAIS)

Ensuring Safe and Effective Immunisation for School-Aged Children



SAIS streamlines the immunisation journey for school-aged children by digitising parental consent, managing vaccination schedules, and securely recording health data. Built around NHS workflows, it improves coordination between schools and health teams, boosts vaccine uptake, and empowers parents with clear, accessible information.

Community & School-Aged Immunisation Service (SAIS)

Ensuring Safe and Effective Immunisation for School-Aged Children



Power Apps | CSAIS Administration Application V2 | Search Consents and more | SANDBOX

Show Chart + New Refresh | Share

All Consents

Edit columns Edit filters Quick find

Consent Sta...	First Name	Last Name	Date Of B...	PupilYearGroupCalcu...	School Name (Campaign Sch...	Campaign (Campaign Sch...	Vaccine Type (LU_CampaignVacc...	Consent To Vacci...	
Awaiting	Jane	Doe	14/08/2013	Year 7	Balliol Primary School	Flu Campaign April 2025	Cell-based quadrivalent influenza v...	Yes	2
Awaiting	Jeanine	Doe	14/12/2011	Year 8	Balliol Primary School	Flu Campaign April 2025	Influvac® sub-unit Tetra	Yes	0
Awaiting	Jeanine	Doe	14/12/2011	Year 8	Balliol Primary School	Flu Campaign April 2025	Cell-based quadrivalent influenza v...	Yes	0
Awaiting	John	Doe	09/04/2025	Not Provided	Bedford Academy	Flu Campaign April 2025	Influvac® sub-unit Tetra	Yes	2
Awaiting	John	Doe	04/06/2013	Year 7	Bedford Academy	Flu Campaign April 2025	Influvac® sub-unit Tetra	Yes	2
Awaiting	John	Doe	25/04/2025	Not Provided	Bedford Academy	Flu Campaign April 2025	Influvac® sub-unit Tetra	No	2
Awaiting	John	Doe	25/04/2025	Not Provided	Bedford Academy	Flu Campaign April 2025	Influvac® sub-unit Tetra	No	2
Awaiting	John	Doe	01/07/2011	Year 9	Bedford Academy	Flu Campaign April 2025	Influvac® sub-unit Tetra	Yes	2
Awaiting	John	Doe	01/07/2011	Year 9	Bedford Academy	Flu Campaign April 2025	Influvac® sub-unit Tetra	Yes	2

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SAIS

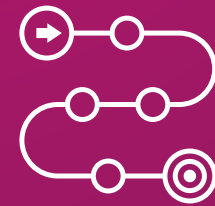


Ensuring Safe and Effective Immunisation for School-Aged Children



End-to-End Visibility

Track every step from booking to vaccination in one central system.



Error-Free Processes

Digital forms ensure instant updates, fewer mistakes, and reduced admin.



Easy Remote Consent

Parents can give consent quickly and securely from anywhere.



Data Security & Compliance

NHS- and GDPR-compliant handling with role-based permissions.

E-Observations

Accurate patient insights, faster and safer



A digital solution for clinicians to **record patient observations** quickly and accurately at the ward. It provides timely reminders for upcoming observations, improving workflow efficiency, patient safety, and compliance with care protocols.














E-Observations

Accurate patient insights, faster and safer



 In Patient App - observations  Demo NHS Partnership
NHS Foundation Trust

Ward: ADULT MH -  Auto-refreshing in 4 minute(s) 44 second(s) 

Patient Info	Observation Details	Check due (mins)	Location	Summary
<div>PARIS ID: 1073861</div> <div>NHS:</div> <div>DOB: 16/02/1970</div> <div>First Name: SAMANTHA</div> <div>Last Name: XXP JONES</div>	<div>Observation Type: CONSTANT WITHIN ARM'S LENGTH</div> <div>Plan Start Date & Time: Tue 10-12-2024, 14:30</div> <div>Last Checked On: Wed 09-04-2025, 13:35</div> <div>Last Checked By:</div>	<div>-1813</div> <div>17</div>	<div></div>	<div>Select record to enter risk summary</div> <div></div> <div></div>
<div><input type="checkbox"/> I have viewed/ understood plan</div>				
<div>PARIS ID: 969911</div> <div>NHS:</div> <div>DOB: 20/06/2014</div> <div>First Name: SAM</div> <div>Last Name: XXP TILES</div>	<div>Observation Type: CONSTANT WITHIN EYE SIGHT</div> <div>Plan Start Date & Time: Thu 12-12-2024, 09:19</div> <div>Last Checked On: Wed 09-04-2025, 13:35</div> <div>Last Checked By:</div>	<div>-1812</div> <div>57</div>	<div></div>	<div>Select record to enter risk summary</div> <div></div> <div></div>
<div><input type="checkbox"/> I have viewed/ understood plan</div>				
<div>PARIS ID: 877284</div> <div>NHS: 9442570536</div> <div>DOB: 27/06/1985</div> <div>First Name: SAM</div> <div>Last Name: XXP</div>	<div>Observation Type: GENERAL OBSERVATIONS</div> <div>Plan Start Date & Time: Mon 11-12-2023, 08:40</div> <div>Last Checked On: Tue 29-04-2025, 13:10</div> <div></div>	<div>-1524</div> <div>82</div>	<div></div>	<div>Select record to enter risk summary</div> <div></div>

User Name: User Email: Total returned results: 5



E-Observations

Accurate patient insights, faster and safer

Common Challenges	How e-Observations Helps
Missed or delayed observations – manual charts increase risk of overdue checks	Automated reminders ensure observations are completed on time, supporting early detection of deterioration (e.g., via NEWS2 scoring)
Paper charts and unconnected systems – information can be lost, duplicated, or inaccurate	Digital recording centralises patient data, reducing errors and improving audit readiness
Slow transcription and paperwork – delays escalation and clinical decision-making	Instant bedside entry allows clinicians to capture and access observations immediately
Hard to track trends or changes in patient condition	Real-time dashboards highlight trends and urgent alerts for timely intervention
Communication gaps between staff – updates often verbal or inconsistent	Centralised platform keeps all observation data visible to the whole care team



REAL-WORLD AUTOMATION USE CASES



Referral Migration: ERS to RiO



Apps, Automation, Data & AI

External referrals for the Integrated Pain & Spinal Service (IPASS) are received into ERS and require migration by an admin team into RiO for clinician processing.



15+ Minutes

Manual handling time for a single referral.



14,000+ Referrals

Volume of migrations each year.



Human-Error Potential

Errors possible due to repetitive nature.



1. Poll ERS for New Referrals



2. Migrate Attachment



3. Create & Transfer Referral



4. Distribute Waitlist Letter



5. Cancel Original Referral

Automation Benefits & Technologies



3,500 Hours Saved

Year-on-year time returned



SLA Adherence

24-hour SLA met via automation



Backlogs Removed

Migrations occur in real time



Errors Eliminated

Ensured accuracy and reliability



NHS e-Referral Service

DOMs: Physio Referrals

Apps, Automation, Data & AI



The Integrated Hub receives Domiciliary referrals in multiple formats, which require extraction, validation, and processing into RiO by a team of clinical administrators.



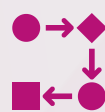
~20 Minutes

Manual handling time for a single referral.



6,000+ Referrals

Volume of referrals each year.



Multiple Formats

Referrals varied by source.



Or



1. Triggered on New Referral



2. Extract Referral Details from MS Form or PDF Submission



3. Add Progress Note



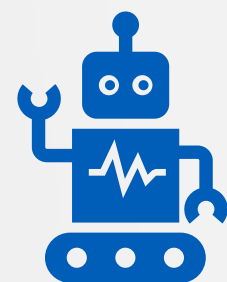
4. Create & Transfer Referral

Automation Benefits & Technologies



2,000 Hours Saved

Year-on-year time returned



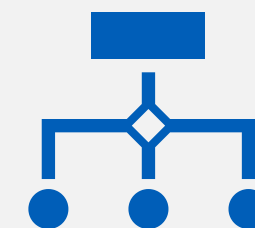
85% Reduction

In processing time post-automation



SLA Adherence

2-hour SLAs met via automation



Streamlined

2 referral formats after optimisation



Rio





DigPacks Solutions

02. WORKFORCE & HR

Our Workforce & HR solutions, built on Microsoft Power Platform, simplify people management, improve compliance, and reduce manual tasks. Designed for NHS and public sector teams, they streamline recruitment, onboarding, staff changes and case management, freeing time for strategic planning and better staff experiences.

HMR

Employee Recruitment & On-Boarding

DigPacks **HR Recruitment** solution streamlines the onboarding of internal and agency staff whilst automating processes such as sending final offer letters on TRAC or distributing appointment forms on E-Manager (Greenlight).





HMR

Employee Recruitment & On-Boarding

HMR New Starter - Stage 7 - Vacancy And Pay Details

Current Status: Complete (Archived)

Stage 1
Complete

Stage 2
Complete

Stage 3
Complete

Stage 4
Complete

Stage 5
Complete

Stage 6
Complete

Stage 7
Complete

Stage 8
Incomplete

13 Sections Pending Compliance Checks

Vacancy And Pay Details

Mark This Tab As 'Compliance Checked' ✓

Candidate Details ✗

Vacancy And Pay ✓

Eligibility To Work ✗

DBS ✗

Professional Reg. ✗

Occupational Health ✗

ESR Updates ✗

Documents Returned ✗

Supporting Info ✗

Employee ESR Details ✗

Recruitment Source ✗

Appointment Form ✗

Final Offer ✓

Notes

Vacancy Ref No.

AUTO202

Vacancy Ref Title

Company Administrator

Salary Outside AFC

Contract Type

Secondment

Hours Or Sessions

Hours

Band + Salary Step

5 1

Pay Scale

AfC NHS (XR05) Review Body BAND 5 Step 1 £29,970

Base

Forest End Medical Centre

Recruiting Manager

Hours Per Week

90

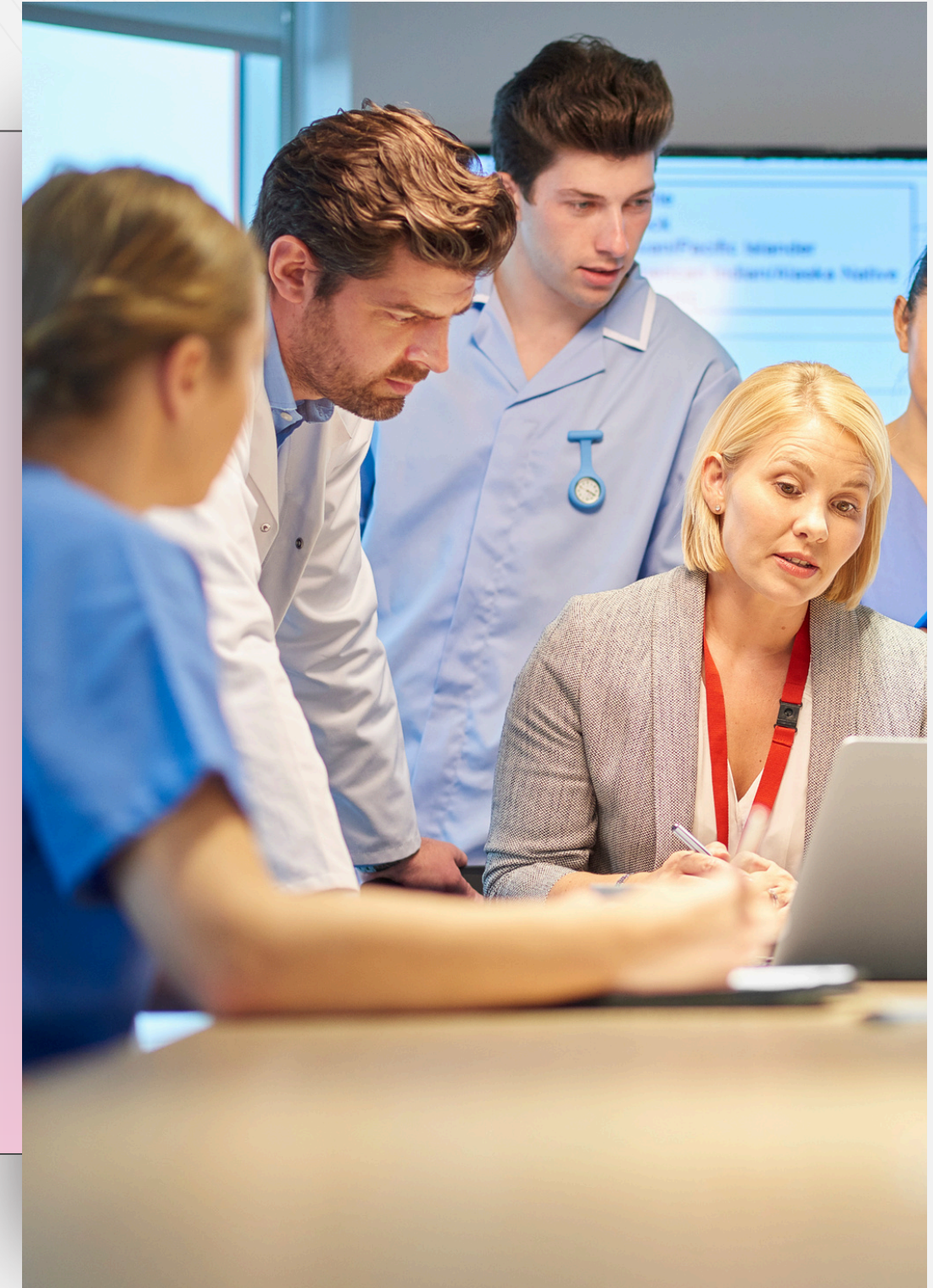
Save



Staff Hub

Simplifying HR Tasks for NHS Staff in One Place

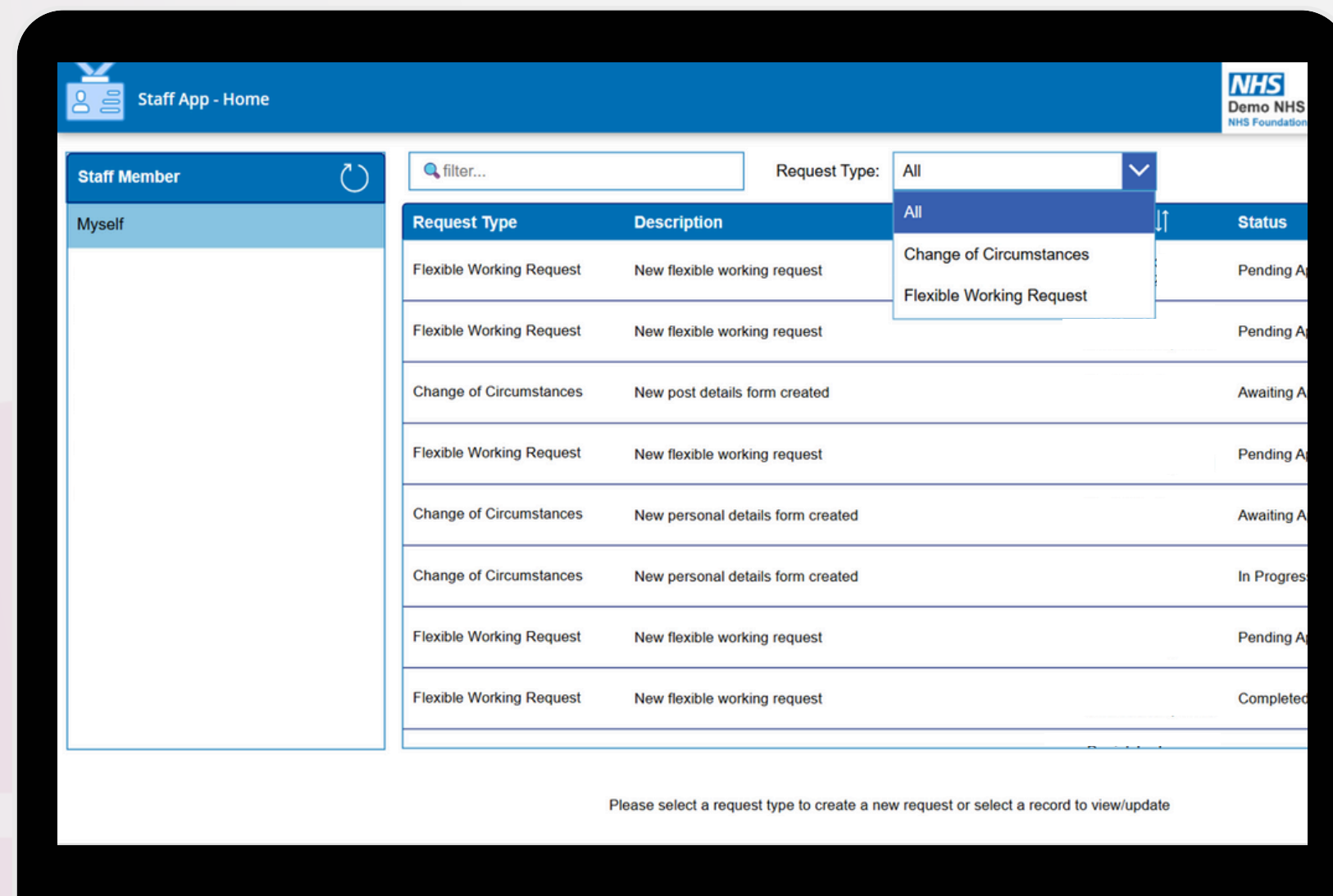
A comprehensive platform empowering NHS staff to seamlessly **manage key HR processes** – including leave requests, ESR updates, changes of circumstance, and flexible working – all in one place. By streamlining these tasks and integrating directly with ESR, the app reduces administrative burden, enhances user experience, and ensures full auditability and compliance. The application can be extended to accommodate multiple digital HR forms, becoming the digital front door for all staff to access HR-related digital services.





Staff Hub

Simplifying HR Tasks for NHS Staff in One Place



APP FEATURES

- Flexible Application: Supports leave requests, surface ESR data, personal changes, and flexible working submissions
- Auditability: Staff App provides easy access to audit history for full accountability
- Streamlined UI: Potential integration with ESR navigation and updates with a user-friendly interface



Staff Hub

Simplifying HR Tasks for NHS Staff in One Place

CURRENT CHALLENGES

- Manual ESR updates prone to error and delays.
- Fragmented staff request processes with limited visibility.
- Lack of audit trails for tracking changes.
- Inefficient user experience navigating ESR systems.
- Lots of word-based forms scattered across file systems/intranets, difficult to locate.
- No central repository for HR-related forms.

WHY IT WORKS

- All-in-one: manage leave, personal info, and HR form requests in one place.
- Easy to use: simple, intuitive interface.
- Optional ESR integration: potential for periodic synchronisation with ESR via scoped RPA, reducing admin time per request (subject to Trust setup).
- Auditable: full action trace for compliance.
- Ability to introduce other e-forms of different types into the same solution.
- Single point of access for all HR forms for all users.



Change of Circumstances

Update With Ease, Approve With Confidence



The **Change of Circumstances** app simplifies the process of updating personal or job-related information. From name or address changes to role updates, staff can quickly submit requests that are routed to line managers for approval. All changes are securely stored and can be pushed to target systems via automation, ensuring accuracy, efficiency and a full audit trail.

Change of Circumstances

Update With Ease, Approve With Confidence



Current State (Without Solution)



Manual processes lead to delays and errors



Lack of visibility across submitted requests



Risk of data inconsistency without automation



Compliance gaps from informal change tracking



With Our Solution



Simple, self-service updates for staff



Automated approval workflow with manager input



Seamless integration with target systems



Centralised record keeping and auditability



Change of Circumstances

Update With Ease, Approve With Confidence

Personal Details

Automatically pull in your personal details so that the form is aware of who you are as soon as you launch the application

Audits

Stay informed about the status of your change request at every stage. Effortlessly identify and track any bottlenecks in the process.

Personal Details

Users can request changes such as name, address, title and position updates. Additional change types can be easily introduced based on Trust requirements.

Approvals

Digitally request your line manager to review and approve your change request. Manager information is automatically integrated into the application for convenience and compliance.

The form is titled 'Change Of Circumstances - Contract Details' and is divided into sections for 'Contract Details' and 'Contract Details' (repeated). The form includes the following fields:

- Post Title: Power Platform Developer
- Team: Power Platform
- Position number: 21
- Contract Type: Permanent
- Hours/PA's: ☒ Hours ☐ PA's
- Grade/ Band: A
- Cost centre code: P1000
- Account (subjective) code: P1000
- Payslip delivery point: Cardiff
- Location: Cardiff
- Enter Hours figure: 37.5
- Basic WTE salary: 50000
- WTE: [blank]
- Incremental Date: 04 Jul 20
- Allowance: 0/2000 chars. Please list the allowance(s) to be received for new role. Type N/A if none.
- Start Date: 16 Jul 2024
- End Date: 20 Jul 2024

The form lets users update personal details, with changes sent to managers for approval and stored for automated system updates.



Flexible Working Request

Work Flexibly, Stay Connected

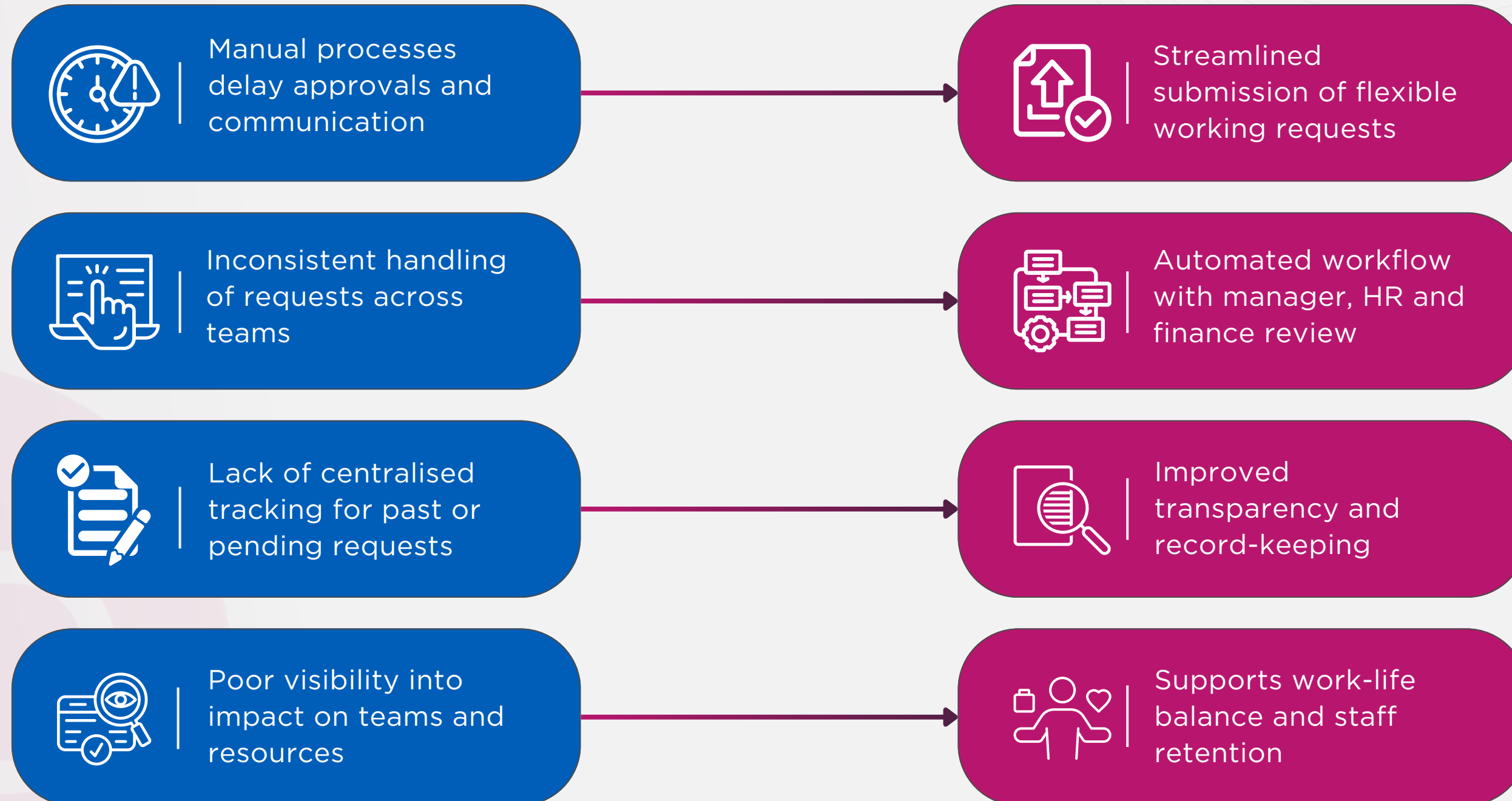
The screenshot displays the 'Flexible Working Request - Flexible Working' app interface. At the top, it says 'my Shipp Employee No: 1023'. Below this, there's a section for 'Your current working arrangements (please indicate)' with radio buttons for 'Full-time', 'Part-time', and 'Other - Please provide full details' (which is selected). A text box contains 'This is example text explaining the arrange'. The 'Current' section shows a table of days and times: Mon (06:00-19:00), Tue (empty), Wed (06:00-19:00), Thu (empty), Fri (06:00-19:00), Sat (empty), and Sun (empty). The 'Total Hours' is 36, and the 'Work pattern' is '3 12 hour shifts a week with an hour lunch'. The 'Proposed' section asks 'What change to these would you like to request?' and shows a table with Mon (08:30-1), Tue (08:30-1), Wed (08:30-1), Thu (08:30-1), Fri (08:30-1), Sat (empty), and Sun (empty). The 'Total Hours' is 37.5, and the 'Work pattern' is 'full time 8:30-5 with an hour lunch'. At the bottom, there's a question 'Is your request in relation to a reasonable adjustment related to a disability as confirmed by the Equality Act 2010 or in relation to a long-term health condition?' with 'Yes' selected. A 'Request change from:' field shows '01/Aug/2024'.

The **Flexible Working app** empowers staff to formally request changes to their working patterns with ease and transparency. Users can outline their current arrangements and propose new ones, such as remote working, adjusted hours or compressed schedules. Requests are automatically routed to line managers, HR and Finance. This ensures a smooth review and implementation process that supports both employee wellbeing and operational continuity.



Flexible Working Request

Work Flexibly, Stay Connected





Appraisal

Empower Growth and Streamline Reviews

The **Appraisal App** transforms the way you manage performance and career development. Designed to support meaningful conversations, track progress in real time and deliver tailored insights, it brings structure and efficiency to every stage of the appraisal process. From personalised assessments to audit-ready reporting, this intuitive tool ensures your workforce reviews are timely, transparent and aligned with long-term goals.





Appraisal

How the Appraisal App Drives Performance at Scale

APP FEATURES

- Assess performance and goals in one place.
- Start consistent, structured appraisals easily.
- Track real-time progress and deadlines.
- Add custom questions on values and goals.



95% completion
Achieved trust-wide
for the first time



3,971 appraisals
Recorded and
tracked to date



Review cycle time
reduced by 50%



Manager participation
up by 40%

Clinical Supervision

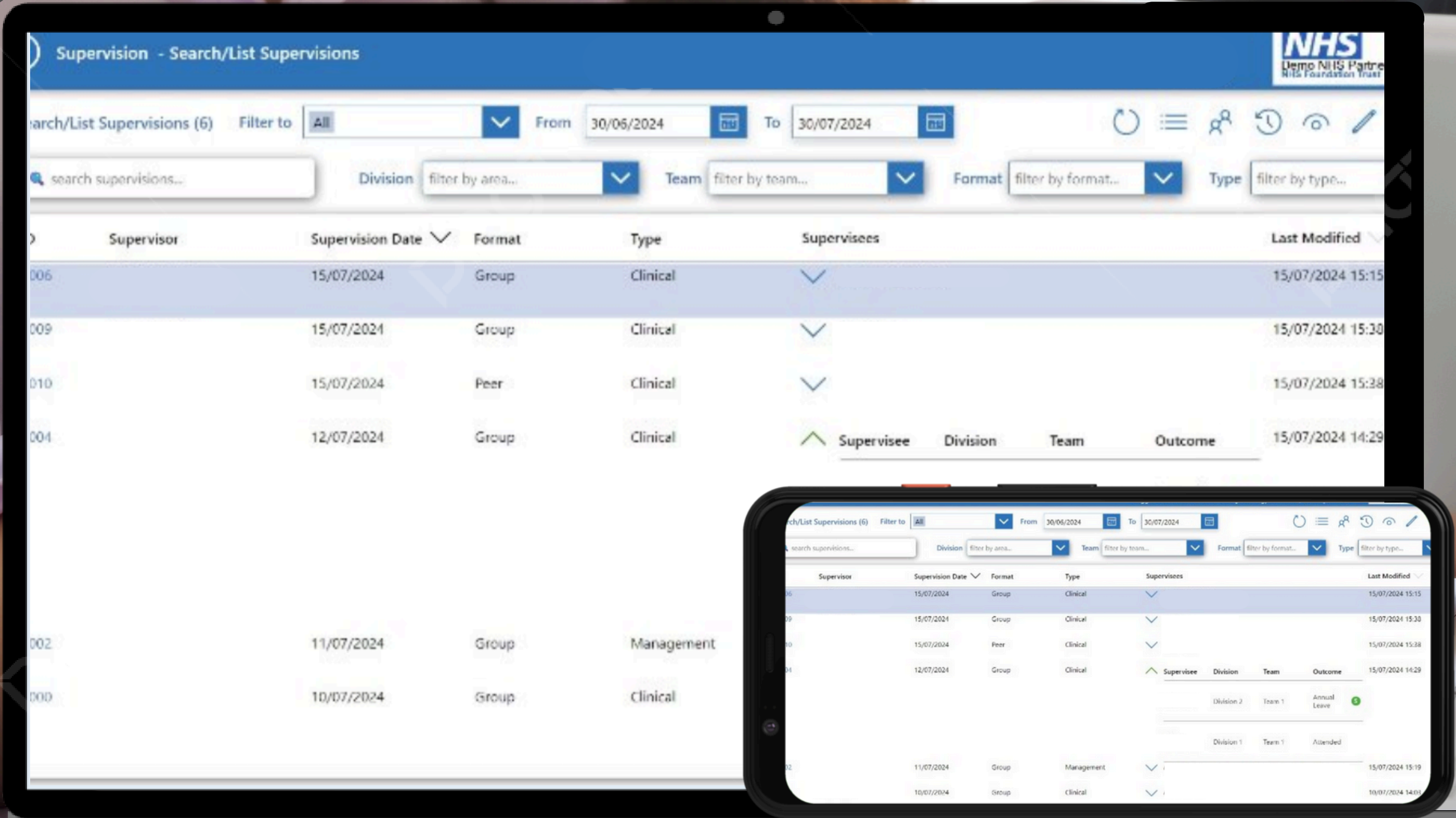
Clinical Supervision, Organised and Auditable



**Featured solution
on the NHSE Store**



The **Clinical Supervision** app was developed as a purpose-built solution to streamline the management of clinical supervision across healthcare teams. With full auditability, role-based access and intuitive navigation, the app supports secure, structured oversight of all supervision activities. Designed to enhance visibility, ensure compliance and simplify supervision record-keeping, it helps clinicians and supervisors stay aligned, informed and in control.



The Clinical Supervision app simplifies and streamlines clinical supervision management with a clear, auditable system for creating and tracking records.



Clinical Supervision

65k+ Records, 79% Compliance and Growing



Total Oversight

Complete visibility of all supervision activities in one place.



Historical Insight

Access full supervision history to track progress over time.



Secure Access

Role-based permissions protect sensitive data.



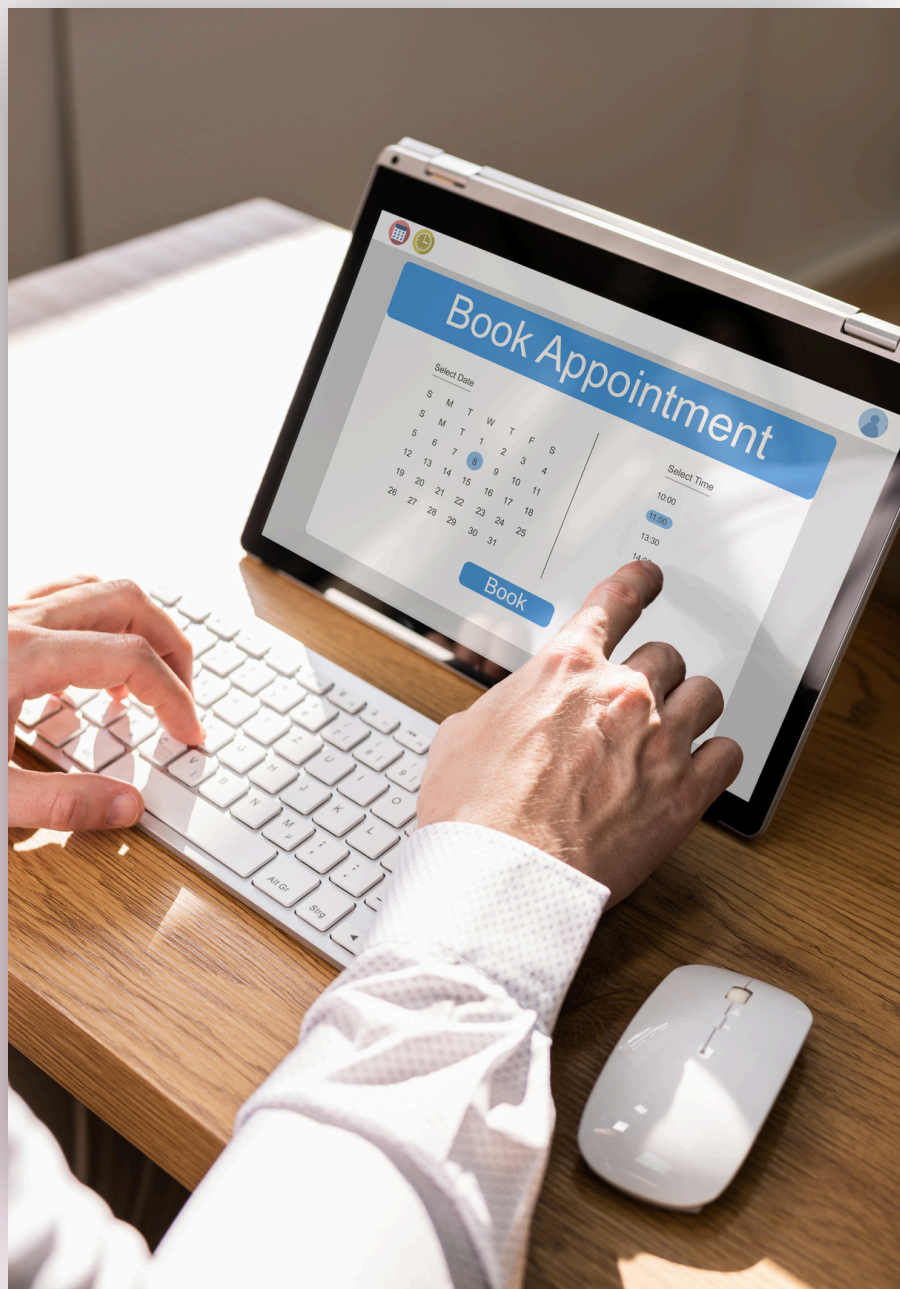
Streamlined Management

Super-user tools reduce admin and speed up processes.

- ✓ **65k+ supervisions recorded**
- ✓ **79%+ compliance trustwide**
- ✓ **Admin time cut by up to 50%**
- ✓ **Improved reporting accuracy**

Asset Booker

Book Smarter, Work Better



Asset Booker is an intuitive platform designed to simplify how teams manage and reserve organisational resources. Whether it's desks, meeting rooms or parking spaces, users can easily book what they need while navigating custom floorplans with built-in safety features. From quick daily reservations to more complex scheduling, the system empowers staff administrators to optimise space usage with clarity and control.

Asset Booker

From Chaos to Clarity



Download it for free
on our website



The Struggle	The Shift	The Win
<ul style="list-style-type: none">• Overlapping bookings from outdated, manual systems• Hard to see what's available when you need it• Inefficient use of desks, rooms, and shared spaces	<ul style="list-style-type: none">• Easy, real-time booking via one central system• Visual floorplans show safety, accessibility, and layout• All bookings and usage tracked automatically	<ul style="list-style-type: none">• No double bookings, no wasted space• High visibility and utilisation of every resource• Fully supports hybrid and agile working



Asset Booker - *Booking*
Book Desk, 1st Floor on 30 July 2025

Desk

Hatfield Office

1st Floor

Date Wednesday 30 July 2025

From 17:00 To 18:00

Total Capacity: 24

Select

Desk 1 (1)

Desk 2 (1)

Desk 3 (1)

Desk 4 (1)

Desk 5 (1)

Group Desk (4)

about us

English

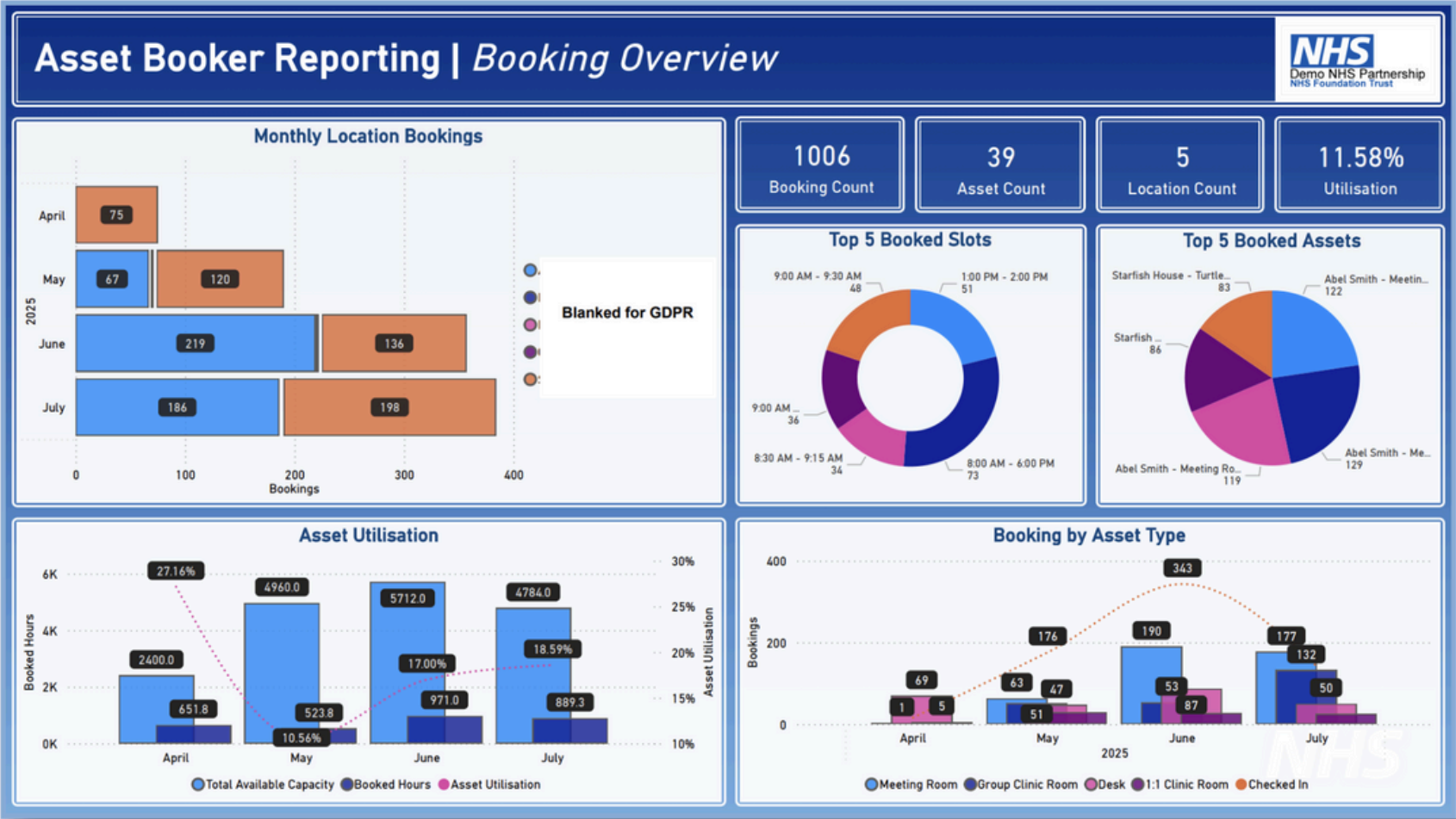
V 9.13

Asset Booker is a flexible platform for booking desks, rooms, and parking spaces. With custom floorplans and safety info, it simplifies both simple and complex bookings, making asset management easy for everyone.



ASB: Power BI Report

Book Smarter, Work Better



Asset Booker Reporting | Underlying Data

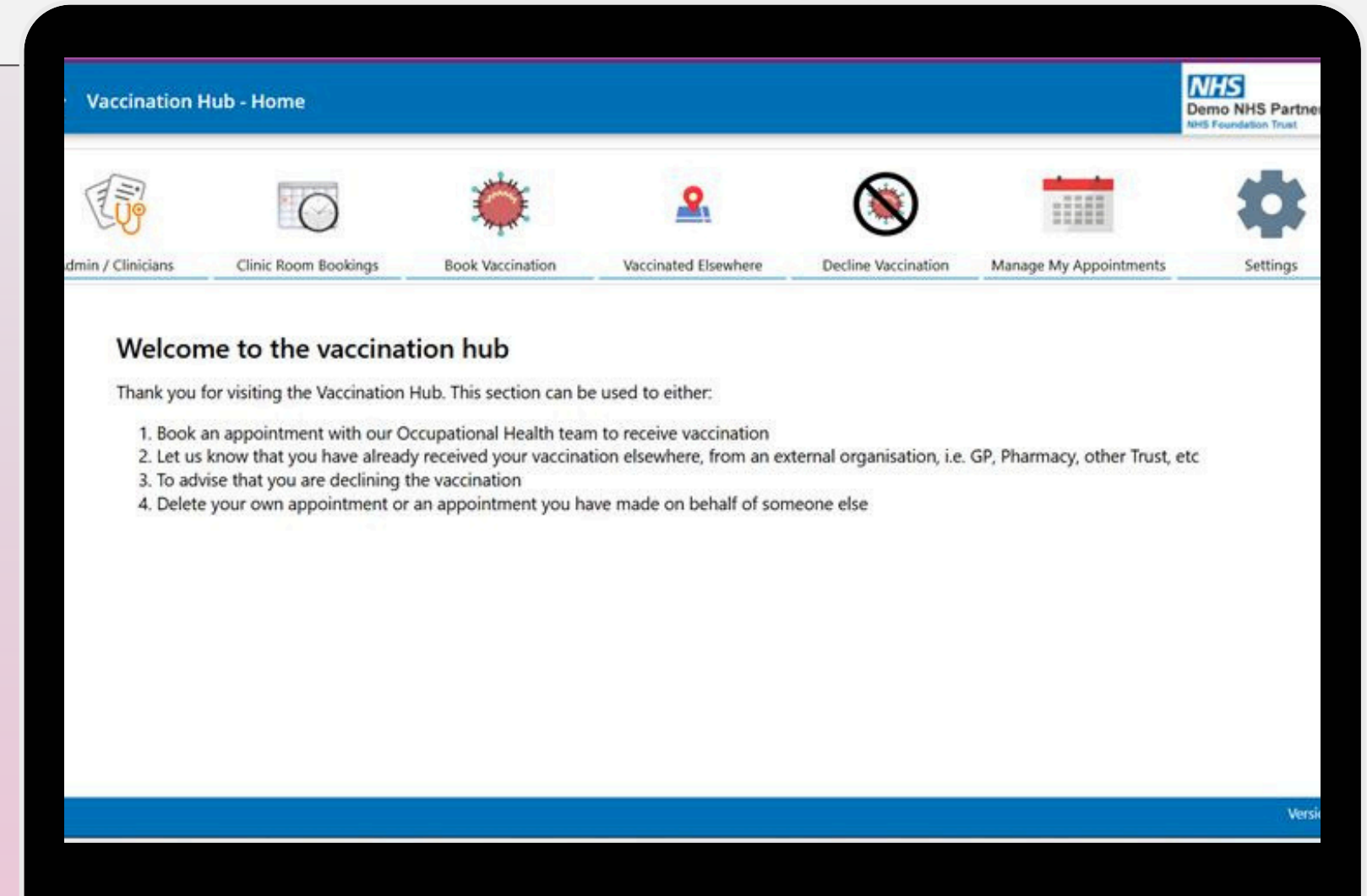
Booked Date	Booked By	Booked For	Location	Asset Type	Asset ID	Asset Title	Floor	Booked Times	Booked Hours	Status	Checked In
02 April 2025			Starfish House	Desk	1379	Captain's Room - Desk 1	Starfish House First Floor	9:00 AM - 5:00 PM	8.00	Approved	No
02 April 2025			Starfish House	Desk	1380	Captain's Room - Desk 2	Starfish House First Floor	9:00 AM - 5:00 PM	8.00	Approved	No
03 April 2025			Starfish House	Desk	1374	Lobster Room - Desk 1	Starfish House First Floor	4:00 PM - 5:00 PM	1.00	Approved	No
16 April 2025			Starfish House	1:1 Clinic Room	1588	Lobster Room	Starfish House First Floor	9:00 AM - 3:00 PM	6.00	Approved	No
17 April 2025			Starfish House	Desk	1379	Captain's Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
17 April 2025			Starfish House	Desk	1380	Captain's Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
17 April 2025			Starfish House	Desk	1381	Octopus Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
17 April 2025			Starfish House	Desk	1382	Octopus Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
17 April 2025			Starfish House	Desk	1383	Octopus Room - Desk 3	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
17 April 2025			Starfish House	Desk	1384	Octopus Room - Desk 4	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
17 April 2025			Starfish House	1:1 Clinic Room	1588	Lobster Room	Starfish House First Floor	2:15 PM - 3:30 PM	1.25	Approved	No
18 April 2025			Starfish House	Desk	1379	Captain's Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
18 April 2025			Starfish House	Desk	1380	Captain's Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
18 April 2025			Starfish House	Desk	1381	Octopus Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
18 April 2025			Starfish House	Desk	1382	Octopus Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
18 April 2025			Starfish House	Desk	1383	Octopus Room - Desk 3	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
18 April 2025			Starfish House	Desk	1384	Octopus Room - Desk 4	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
21 April 2025			Starfish House	Desk	1379	Captain's Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
21 April 2025			Starfish House	Desk	1380	Captain's Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
21 April 2025			Starfish House	Desk	1381	Octopus Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
21 April 2025			Starfish House	Desk	1382	Octopus Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
21 April 2025			Starfish House	Desk	1383	Octopus Room - Desk 3	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
21 April 2025			Starfish House	Desk	1384	Octopus Room - Desk 4	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
22 April 2025			Starfish House	Desk	1379	Captain's Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	Yes
22 April 2025			Starfish House	Desk	1380	Captain's Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	Yes
22 April 2025			Starfish House	Desk	1381	Octopus Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	Yes
22 April 2025			Starfish House	Desk	1382	Octopus Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	Yes
22 April 2025			Starfish House	Desk	1383	Octopus Room - Desk 3	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	Yes
22 April 2025			Starfish House	Desk	1384	Octopus Room - Desk 4	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	Yes
23 April 2025			Starfish House	Desk	1348	Ocean Room - Desk 6	Starfish House First Floor	8:30 AM - 9:30 AM	1.00	Approved	Yes
23 April 2025			Starfish House	Desk	1373	Ocean Room - Desk 6	Starfish House First Floor	9:00 AM - 2:00 PM	5.00	Approved	Yes
23 April 2025			Starfish House	Desk	1379	Captain's Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
23 April 2025			Starfish House	Desk	1380	Captain's Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
23 April 2025			Starfish House	Desk	1381	Octopus Room - Desk 1	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
23 April 2025			Starfish House	Desk	1382	Octopus Room - Desk 2	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No
23 April 2025			Starfish House	Desk	1383	Octopus Room - Desk 3	Starfish House First Floor	8:00 AM - 6:00 PM	10.00	Approved	No



Vaccination Hub

Smarter Vaccination Management for Your Workforce

Flu Hub is a streamlined solution for managing staff vaccinations across NHS Trusts. It enables clinic setup, appointment scheduling and self-service bookings, all in one intuitive system. Whether staff are vaccinated internally or externally, Flu Hub provides a centralised accurate view of vaccination records – ensuring operational efficiency, audit readiness and improved user experience at scale.



Vaccination Hub

Smarter Vaccination Management for Your Workforce

APP FEATURES

- Supports flu vaccinations by default; extendable to Covid and others.
- Logs external vaccinations for a complete overview.
- Widely used to manage many internal vaccinations.
- Saved Trusts 100 days of effort and improved user experience.

Vaccination Hub - My Appointments

Admin / Clinicians Clinic Room Bookings Book Vaccination Vaccinated Elsewhere Decline Vaccination Manage My Appointments Settings

Viewing appointments: ☒ Mine

Manage My Appointments - Daniel Jordan

Location: Date: Name:

Type	Who	When	Location	
Flu	Ben Jonson	04 Aug 2025 10:45	QE2 Hospital, Room 1	Cancel Booking
Flu	Christine Rosetti	04 Aug 2025 10:15	QE2 Hospital, Room 1	Cancel Booking
Flu	Oscar Wilde	04 Aug 2025 10:00	QE2 Hospital, Room 1	Cancel Booking
Flu	Daniel Jordan	04 Aug 2025 09:15	QE2 Hospital, Room 1	Cancel Booking

Version 1.2.1

Vaccination Hub - Jab

Their booking Their details Booking questions On the day questions Vaccinate

Vaccinate - vaccination

Selected vaccine: Flu

Vaccination status: Vaccinated

Vaccination site: Right Arm

Batch number: 88888888

Dose amount: 0.5mL

Notes:

Product: Quadrivalent Influenza

Is at risk: ☒

At risk group: Diabetes Mellitus

Batch expiry date:

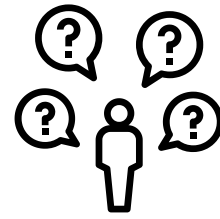
Save

Version 1.2.1



Vaccination Hub

From High-Pressure to High-Performance



- Overlapping vaccination appointments due to manual systems
- Limited visibility of slot and resource availability
- Slower throughput and bottlenecks on vaccination days
- No centralised tracking for compliance or reporting

**CURRENT
PAIN POINTS**



- Quick, easy scheduling with real-time availability
- Secure, auditable vaccination records
- End-to-end digital workflow from booking to reporting
- Easy automated appointment creating
- Employee self-management for appointments

**STREAMLINED
IMPACT**



REAL-WORLD AUTOMATION USE CASES



HR: People Onboarding

Apps, Automation, Data & AI



When a new starter form is submitted, an admin team cross-check provided details against ESR, before entering the job specifics into both Greenlight and Trac. Once processed, an automated welcome letter is dispatched to the new joiner.



~35 Minutes

Manual handling time for a single application.



High Volume

Large number of applications per annum.



Limited Visibility

No applicant or onboarding tracking.



Automation Benefits & Technologies



Time Saved

Significant reduction in AHT



Greater Visibility

End-to-end onboarding status



Removed Backlogs

Applications are worked on-demand



Candidate Management

Manages long/short list of candidates



DigPacks Solutions

03. COMPLIANCE & GOVERNANCE

Our Compliance & Governance solutions, built on Microsoft Power Platform, strengthen oversight, ensure regulatory adherence and reduce administrative burden. Designed for NHS and public sector organisations, they centralise processes, improve audit readiness and enhance data security, empowering teams to meet governance standards with confidence and efficiency.

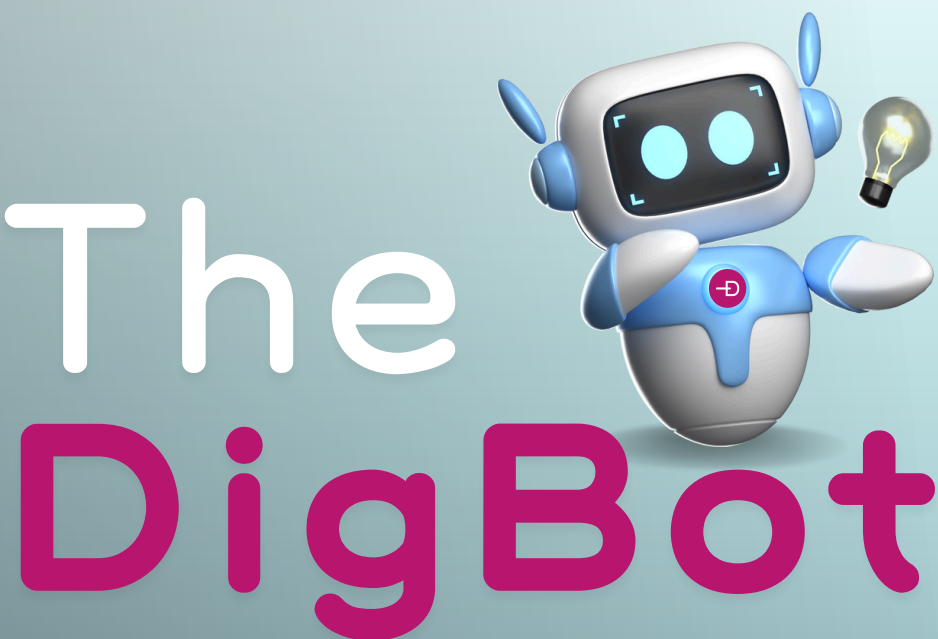


DigDocs with AI Agent

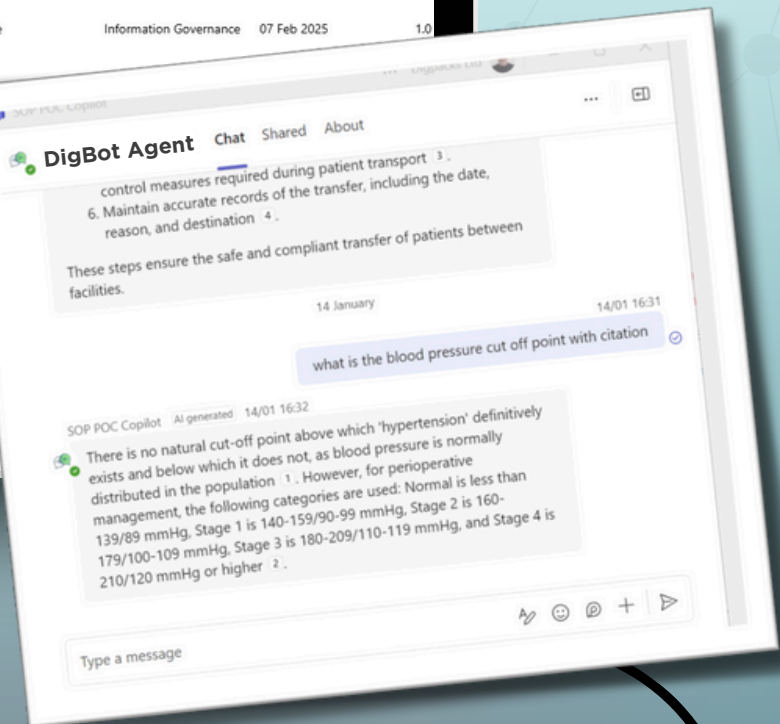
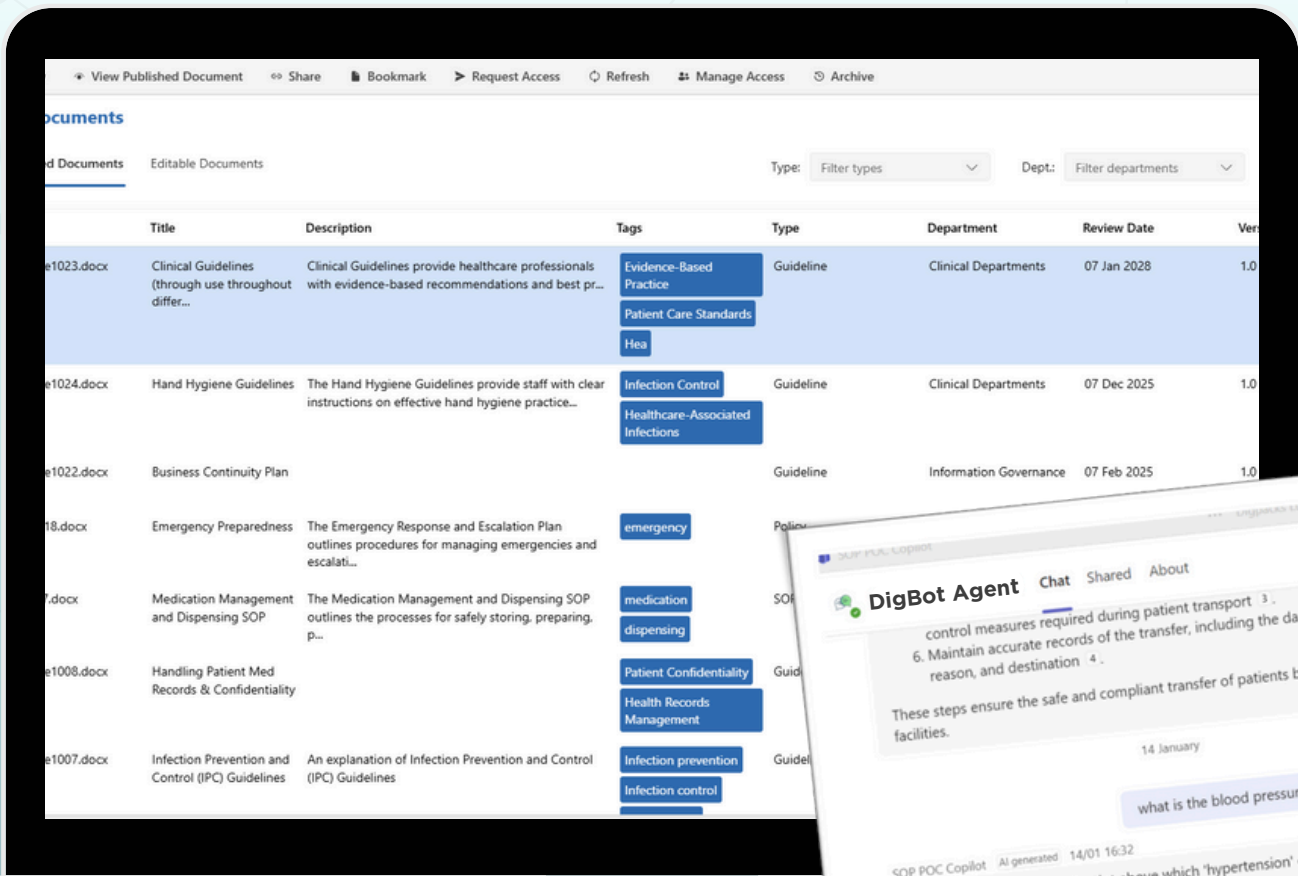
Document Management, Simplified



DigPacks' **DigDocs**, built on Microsoft Power Platform, streamlines creation, review, and approval of compliant documents. Ideal for high-volume, sensitive workflows, it reduces admin, ensures compliance, and boosts productivity with AI-powered DigBot.



The DigBot



DigBot is your intelligent AI assistant, designed to simplify the search for documents, answers, and insights across your digital workspace. Whether you need to locate critical files, solve complex queries, or streamline workflows, DigBot provides fast, accurate, and intuitive support.

Simple Onboarding and Use

Ask DigBot natural language questions to get smart document related answers.

Note: this is offered as an add-on feature and is not included in the standard package. This feature requires additional licensing and may incur extra costs.

DigDocs

Reducing Risk, Boosting Readiness



Risks

- ✗ Multiple versions causing confusion
- ✗ Unable to locate data and documentation
- ✗ Manual updates prone to error
- ✗ Missing audit trails hindering compliance DigDocs resolves It

Resolution

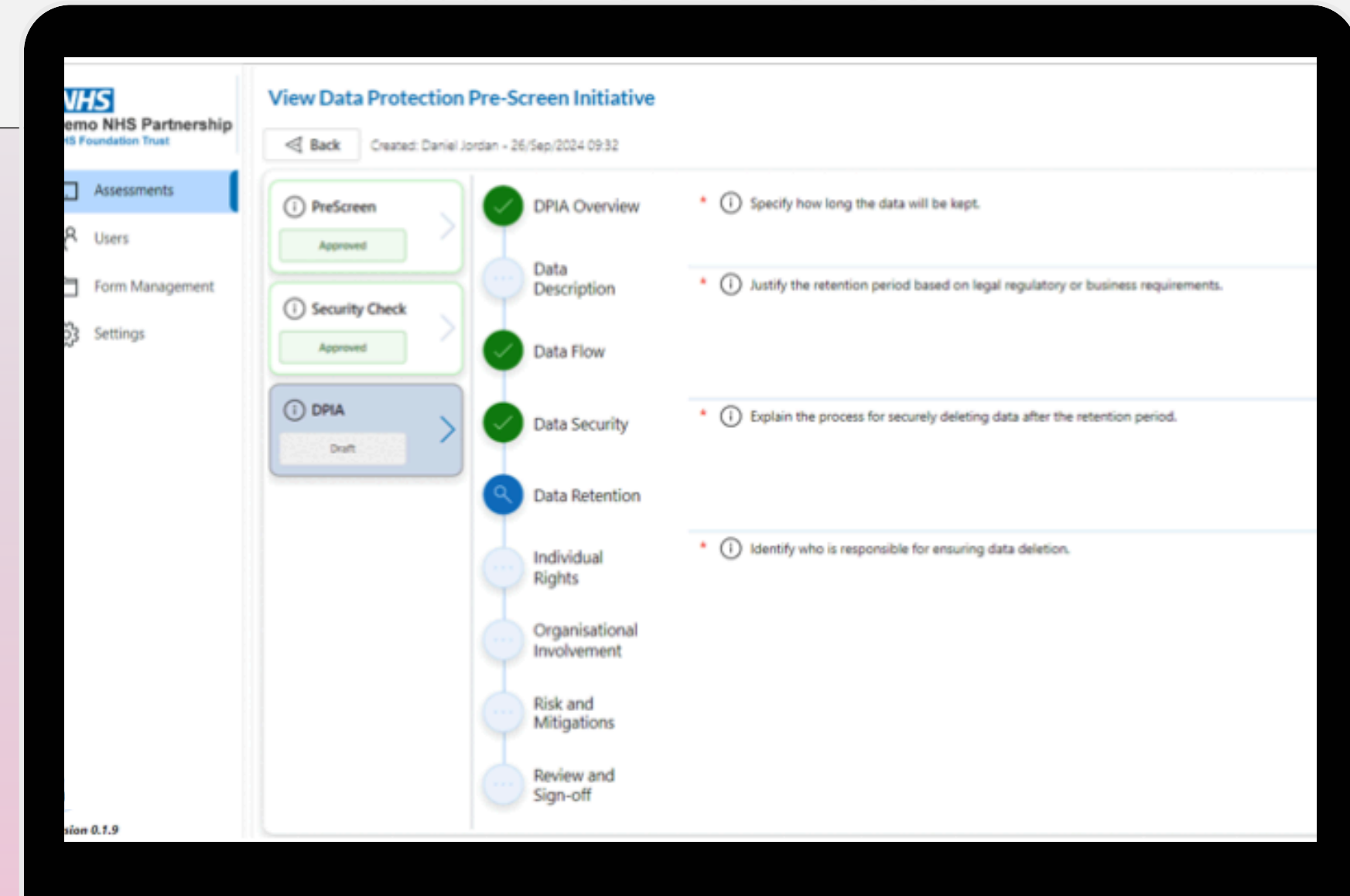
- ✓ Centralised, approved document access
- ✓ Streamlined request and update workflows
- ✓ Strong version control and audit readiness
- ✓ Full AI intelligence upon your documents and data
- ✓ Secure role-based permissions



DPIA

Ensuring Data Protection Compliance

DigPacks' **DPIA solution**, built on Microsoft Power Platform, revolutionises the way healthcare organisations manage data protection by enabling a seamless and automated DPIA process. Designed for NHS Trusts, healthcare providers, and community services, this digital solution simplifies DPIAs, reducing administrative burdens and ensuring compliance with data protection regulations.





DPIA

Ensuring Data Protection Compliance

APP FEATURES

- Standardised approach to assess and mitigate data processing risks.
- Ensures compliance with GDPR and related regulations.
- Full audit trail tracking who, what, and when.
- Improves transparency and risk management.



50% reduction in
assessment
completion time



100% compliance for
all processed DPIAs



**75% less manual
admin** for legal and
compliance teams



Increased adoption –
Staff using the same
tool

Risk Management

Proactive Risk Control, Informed Decision-Making



The DigPacks **Risk Management App** helps organisations identify, assess, and manage risks through structured assessments and configurable workflows. Users can log risk points, assign actions, and track progress with photo evidence, sign-offs, and automated reminders. Designed for flexibility, the app supports custom assessment types, branching logic, and role-based access, ensuring end-to-end visibility, safety and compliance across operational environments.



Risk Management

From Reactive to Proactive Governance

The Challenge	The Transformation	ROI Highlights
<ul style="list-style-type: none">• Inconsistent assessments with no clear audit trail• No single view of risks, trends, or supporting evidence• Missed follow-ups due to lack of alerts and reminders• Poor visibility and accountability across teams	<ul style="list-style-type: none">• Configurable templates with branching logic• Risks, actions and sign-offs tracked in one place• Automated alerts keep tasks on schedule• Photo capture and audit trails for accountability• Dashboards and role-based access for total oversight	<ul style="list-style-type: none">• 60% fewer missed reviews after implementation• 40% reduction in time spent on risk reporting• 100% audit compliance for recorded risks• Single source of truth for all risk-related data



Risk Management

From Reactive to Proactive Governance

Full Management

Enables thorough risk capture, categorisation, and detailed risk management.

Enhanced Analytics

Capture risk scoring and trend analysis.

Reduce Exposure

Minimise risk exposure by facilitating proactive risk management across the organisation.

Customisable

Customisable risk fields to capture specific project details.

Title	Due Date	Last Inspected	Description	Risk Type
Irwin Unit - Corporate Inspection	23/Dec/2024	Pending Completion	To assess the safety, compliance, and operational efficiency of the Irwin Unit, a mental health facility, while ensuring the well-being of patients, staff, and visitors during the corporate inspection. This assessment focuses on identifying potential risks associated with patient care, environment, and overall facility operations.	15 - SI 2 - Se 2 - Er
3T - Divisional Inspection	30/Aug/2024	Pending Completion	Vestibulum auctor dui sit amet diam pharetra, nec luctus leo sollicitudin. Nunc a turp... gerat, laoreet neque non, scelerisque felis. Maecenas... an sem ac egestas ullamcorper. Suspendisse ei... m id tincidunt ullamcorper, arcu sapien vulp... non vulputate turpis sem a sapien. Curabitur... velit auctor aliquam at in nulla. Donec volut... dictum. Nam volutpat massa et nibh fringilla, u... o orci pharetra. Donec pulvinar laoreet a... is ultrices. Curabitur feugiat fringilla arcu vene... bi a mattis massa. Nullam eget hendrerit... nisl lorem, ... enatis dui int... eros libero, ... erit massa ... quam. Fusce ac ... lit non su... arcu erat. Vivamus... im ve...	15 - SI

Proactively manage and mitigate risks with advanced analytics, customised controls and integrated solutions for comprehensive oversight.



Ligature Risk

Identify, Act, and Prevent - All in One Place

DigPacks' **Ligature Risk Management**, built on Microsoft Power Platform, digitalises and automates the assessment process for Ligature Points, streamlining the review, action and approval with alerts & validation, providing a comprehensive central record across organisations.





Ligature Risk

Identify, Act, and Prevent - All in One Place

NHS Power Apps | Ligature Risk Management

Share

PU, PPTestAccoun... PP

← Ligature Risk Management - Assessment Details Screen - Viewing

Assessment - [Redacted] - 01 Feb 2025 | Added by PPTestAccount PU on 18 Nov 2025 17:17:38

0 Tier 1 1 Tier 2 2 Tier 3

PPTestAccount PU Admin

Overview

- Actions (0)
- Audits
- Assessment Types
- User Roles
- Locations
- Ward/Unit/Areas
- Settings
- Terms of Use

Assessment Type Ligature Risk

Location [Redacted]

Care Group Same Day Emergency Care and Inpatient

Care Group Sub Category Adults Wards

Ward/Unit/Area [Redacted]

Title [Redacted]

Status In Progress

Update Date 19 Nov 2025

Date Review Completed 01 Feb 2025

Date Data Analysis Completed 09 Mar 2025

Ward/Team Manager A Ward Manager

Date of Last Assessment [Redacted]

Next Assessment Due Date 01 Feb 2026

Cancel Save Save & Continue

Pre-Assessment Review Questions Point Assessments (3) Actions (1) Review/Analysis Sign-off Associated Photos (0)

List sources of information (e.g. incident data/ previous Ligature Risk Assessment) Previous LRA (Jan 2025), Datix incident summary Q2, ward Heat Map, morning safety huddle notes.

What are the themes and or trends in experience/reporting data for this ward/service area? Window restrictor wear in two bedrooms; increased reports of improvised ligatures using bedding cords; staff turnover impacting observation quality.

Have these been addressed before? No

What items are freely available/ provided by the ward that could be used as a ligature or combined to make a ligature? (e.g. bedding, clothing) Bedding, clothing, headphones short cables;

How are risks associated with these managed locally by the ward/service?

Is this information included in local and temporary staffing induction?

Are staff required to undertake ligature awareness/ management training? (e.g. different roles/ level of training)


Ac co inc pa

No

No

Ward 5 Assessment - 01/02/2025, 14/02/2025 15:40

Close

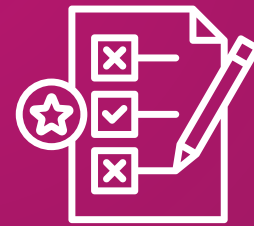


V1.1.0.9



Ligature Risk

Identify, Act, and Prevent - All in One Place



Proactive Assessments

Automated reminders and creation ensure risks are reviewed on time.



Secure Digital Records

Modern, centralised platform eliminates lost or misplaced assessments.



Organisation-Wide Oversight

Full visibility of all risk points across every area.



Audit-Ready Compliance

Comprehensive activity tracking ensures full accountability.



DIGPACKS

Apps, Automation, Data & AI



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