Feedback plc

Feedback Wins CDC Contract With Queen Victoria Hospital

Feedback plc (AIM: FDBK, "Feedback" or the "Company"), the clinical infrastructure specialist, is pleased to announce that it has been awarded a contract by Queen Victoria Hospital NHS Foundation Trust ("QVH") to provide its Bleepa Community Diagnostics Centre ("CDC") solution.

This contract, which is worth £495,000 for an initial 12-month term with the ability to extend by another 12 months, has been awarded to Feedback as the successful bidder in a procurement process launched by QVH in November 2023, to provide a digital infrastructure to facilitate patient specific pathways through the CDC, linking both primary and secondary care settings.

Feedback has already delivered cost and time savings at QVH initially through its pilot programme. The pilot has provided a substantial reduction in wait time compared to the national 18-week referral-to-treatment (RTT) target, without the need for additional clinical staff. This contract award provides the opportunity for Feedback to continue to deliver the core digital infrastructure required for the CDCs to reduce the elective care backlog and deliver a programme for the maximum benefit of staff, patients and the wider NHS. The success of Bleepa at QVH provides a valuable case study for the wider market across the UK.

Dr Tom Oakley, CEO Feedback plc said:

"We are extremely pleased to announce that after two years of piloting our CDC solution with QVH we have been awarded a contract for the Bleepa platform. This contract will allow us to now expand the service offering to multiple GP practices and move beyond the breathlessness pathway to look at other specialty areas.

"This contract award is a compelling validation of our technology. QVH is an example that speaks to the rest of the NHS and is the pioneer of the symptom-based pathway on Bleepa, an approach which has demonstrated huge potential to cut wait times and improve care for patients. This contract will give others the confidence to progress with this care model and our platform, allowing us to now move forward to capture both the regional and national opportunity in front of us and ultimately to bring better, faster care to patients across the UK."

This announcement contains inside information for the purposes of Article 7 of Regulation (EU) No 596/2014 as it forms part of UK law by virtue of the European Union (Withdrawal) Act 2018.

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About Feedback

Feedback plc helps clinical teams to make better decisions faster for patients. We design products that enhance clinician access to patient data and to their colleagues. Our unique approach centres around individual patient episodes, into which we pull relevant clinical data from hospital systems and around which we build remote clinical teams for collaboration. As a result, we produce a digital infrastructure that makes patient data available to clinicians in multiple settings, in a format that enables them to meaningfully interact with it, providing flexibility to clinicians and free movement of patients between provider settings - clinicians can practice from anywhere and patients can attend any care provider for treatment, with greater connectivity across organisations.

Our products Bleepa® and CareLocker® work together to deliver unparalleled value to our customers. Bleepa® is our application layer and sits on top of CareLocker® as our data layer. Bleepa® is a clinician facing platform that displays clinical results from a patient's CareLocker® at a certified and regulated quality, that is suitable for clinical use and enables dialogue on a patient-by-patient basis with colleagues through a secure, auditable chat interface that links back to the patient medical record. The CareLocker® data storage model is built around the patient. Our vision is one where relevant clinical data is always available to the patient as well as to any care setting that they may attend - a federated data architecture with the patient as the tenant.

The Company has a number of growth opportunities domestically and internationally across a range of markets including the NHS, the veterinary market and private healthcare providers and its highly scalable Software as a Service ("SaaS")-based model is expected to provide increasing levels of revenue visibility as the Company grows its customer base.

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