

An overview of System C's G-Cloud service for CareFlow Clinicals

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1 An overview of System C's CareFlow Clinicals solution

1.1 Product description

System C is the UK's only dedicated provider of software solutions for Healthcare, Social Care, and Education. With unrivalled expertise, a commitment to transformation, and future focussed, Artificial Intelligence (AI)-powered innovation, we partner with organisations to improve outcomes and enhance community wellbeing.

Our mobile, cloud-based, interoperable Electronic Patient Record (EPR) platform delivers intuitive digital workflows, decision support, and care planning capabilities. With an integrated portfolio of clinical applications, we empower clinicians to access the information they need – anytime, anywhere – transforming the way care is delivered across settings.

Function	Description
CareFlow Clinicals: minimum deployment	
Hosting	CareFlow is hosted on the Microsoft Azure UK cloud platform , delivering exceptional resilience and service continuity. Deployed across multiple Azure UK South data centre zones, the solution is designed for high availability – able to withstand component or server failures without impacting end-user access.
CareFlow Clinicals: optional clinical components	
Clinical Workspace	CareFlow Clinical Workspace gives clinicians a single point of access to CareFlow, presenting a patient-centred summary view of clinical data. With click-through links to third-party applications such as a Picture Archiving and Communication System (PACS) and an Electronic Document Management System (EDMS), clinicians can manage patient care from one place – improving speed and decision-making. Key capabilities include: • Unified workspace view, always in patient context, bringing together: – Patient admission and location services. – Order Communications and Results Reporting (OCRR). – Electronic observations. – Structured clinical documentation and pathway management. – Electronic Prescribing and Medicines Administration (EPMA). – Team based workflows: task management, handover, referrals, mobile alerts, and escalations. – Inpatient administration workflows, including consultant updates and Estimated Date of Discharge (EDD). – Embedded dashboards and Business Intelligence (BI) tools. Optional feature – Unified View:

	• Provides a read-only summary of past, present, and future patient activities – appointments, Emergency Department attendances, inpatient stays, and clinical documentation. • Supports data aggregation across other System C instances, based on clear data sharing and access rules, enabling collaborative care and clinical decision support cross regions. • Allows users across a care community to contribute to the same document, driving integrated care. Optimised for clinicians and teams, CareFlow Clinical Workspace delivers fast access to up-to-date patient information and acts as a launchpad into detailed workflows within CareFlow and integrated third-party systems.
Mobile care co-ordination	CareFlow Mobile Care Co-ordination is a secure, mobile platform for clinical communication and collaboration, designed to accelerate care co-ordination for multi-disciplinary teams within hospitals and across care communities. Key benefits: • Faster decision making: Clinicians can access up-to-date patient information – such as observations and test results – reducing delays and improving hospital flow. • Real-time updates: The entire team works with the latest patient data, supported by secure instant messaging and event-driven co-ordination (alerts and task management). • Proactive notifications: Mobile alerts ensure clinicians never miss critical updates, such as signs of patient deterioration. • Full audit trail: Maintains a complete history of communications for transparency and compliance. Optional feature – Cross-Organisation Collaboration (Affiliated Networks): • Enables Trusts to create affiliations for integrated care workflows. • Supports team-to-team conversations, handovers, task management, and clinical advice across an Integrated Care System (ICS). • Facilitates collaborative care across regions, improving outcomes and continuity of care. In short, CareFlow Mobile Care Co-ordination connects clinicians, teams, and organisations – delivering secure, real-time communication and collaboration that drives safer, faster, and more integrated patient care.
Electronic observations	CareFlow Electronic Observations is System C's market leading solution for electronic observations and clinical decision support. It provides clinicians with accurate, real-time information to identify deteriorating conditions early and trigger escalation pathways – ensuring the safest possible care for adults and children. Key capabilities include: • Mobile-enabled monitoring: Records and analyses patient vital signs at the bedside via an intuitive app.

	• Early Warning Scores (EWS): Automatically calculates scores based on national standards, including the National Early Warning Score (NEWS2), with support for Maternity, Paediatric, and ED observation models. • Local protocol validation: Includes configurable warnings and workflows tailored to local requirements. • Sepsis management: Comprehensive functionality to identify, risk-stratify, and audit care for patients at risk of sepsis. Benefits for clinicians and organisations: • Bedside data recording and observation scheduling based on clinical need. • Overview dashboards for care delivery and performance monitoring. • Eliminates paper charts, improving accuracy and compliance. • Provides actionable insights to support transformation and improvement initiatives. Highly intuitive and easy to use, CareFlow Electronic Observations empowers front-line clinicians to respond faster, take extra observations when needed, and make the right decisions at the point of care.
Inpatient whiteboard	CareFlow's Inpatient Whiteboard provides a real-time, integrated view of patient flow across wards, hospitals, and sites within an Acute NHS Trust, helping organisations manage the entire patient journey from pre-admission through to discharge. Fully customisable to local service requirements, it empowers operational managers and clinical teams to prevent bed blockages, reduce discharge delays, and respond effectively to rising demand. By delivering accurate, real-time visibility of capacity and patient needs – including elective and non-elective arrivals – the whiteboard supports better decision-making and smoother patient flow. Embedded digital command and control capabilities, such as Ward Summary views, give a strategic overview of patient movement across hospitals or multiple sites, enabling proactive management at scale. At ward level, multi-disciplinary teams benefit from a consolidated view of essential patient flow information, bed status, clinical data, and discharge plans – all in one place. Developed in line with the SAFER Patient Flow Bundle, recognised by NHS England as a practical tool to reduce delays, the solution also supports the Emergency Care Improvement Programme (ECIP), helps identify stranded patients, and aligns with the Red2Green campaign to eliminate wasted time in patient journeys. By equipping Trusts with advanced digital tools to understand and manage patient flow, CareFlow Inpatient Whiteboards accelerate digital maturity and supports organisations in achieving the next stage of their HIMSS ambitions.
Order Communications and Results Reporting	CareFlow Order Communications and Results Reporting (OCRR) enables clinicians to electronically order tests, examinations, and services as well as receive results from any compliant departmental system, including radiology and pathology. Fully bi-

(OCRR)	directional, CareFlow passes order requests to service departments via Health Level Seven (HL7) messaging and receives scheduling updates and status changes in real time. By replacing paper-based processes, OCRR promotes faster, safer, and more efficient patient care decisions while supporting key NHS initiatives such as paperless workflows. The mobile Orders and Results app ensures clinicians can place orders and view results instantly – at the bedside or on the move – without being tied to a desktop. This improves workflows, saves time, and enhances patient safety. OCRR also strengthens compliance through Results to Action (R2A) acknowledgement policies, dynamically assigning ownership of unacknowledged results to ensure they are actioned by the responsible clinician. The result is a streamlined, error-reducing process that accelerates turnaround times and frees clinicians to focus on patient care rather than manual paperwork. With CareFlow OCRR, Trusts gain a modern, integrated solution that delivers speed, accuracy, and mobility – key enablers for digital maturity and improved clinical outcomes.
Structured clinical documentation and noting	CareFlow Structured Clinical Documentation and Noting enables Trusts to create and use customised data capture forms throughout the clinical record, replacing paper-based notes, assessments, and charts with a fully digital solution. Designed to boost efficiency and support paperless initiatives, it integrates clinician-entered notes from both Acute and Community settings with patient-contributed information, ensuring real-time sharing across care teams. The solution provides electronic definition, capture, interpretation, and viewing of clinical information using a powerful configuration toolkit. This allows Trusts to design bespoke forms and workflows tailored to their specific clinical needs. With internet connectivity, CareFlow can be used beyond hospital walls – in community settings, care homes, and even patient's own homes – enabling assessments and observations to feed directly into a single patient record. This improves continuity of care across the Trust and wider ICS. Key features include: • A responsive interface for desktop and mobile devices. • Use of standard clinical terminology and Systematised Nomenclature of Medicine Clinical Terms (SNOMED CT) coded picklists. • Central terminology components to enhance interoperability. • Enhanced workflows for re-use of content and seamless access to other clinical record components. By eliminating paper notes and enabling structured, interoperable documentation, CareFlow helps Trusts achieve local and national paperless goals while improving data quality, care co-ordination, and patient outcomes.
Care planning	CareFlow Care Planning enables healthcare teams to create and manage electronic care plans that are tailored to each patient's needs. These plans act as living documents, encouraging patient

	engagement and providing an easy-to-review timeline of care activities. Built on CareFlow's Structured Clinical Documentation and Noting, Care Planning introduces the ability to define formal plans of care based on patient needs and goals. These plans can be shared across a digitally connected ICS, supporting collaboration and continuity of care. The solution also includes action plans, which give teams a clear view of tasks that must be completed. Actions can be scheduled before a formal care plan begins or alongside other activities, ensuring flexibility and proactive care management. CareFlow Care Planning promotes holistic, collaborative care planning aligned with local and national guidelines, including those from The National Institute for Health and Care Excellence (NICE), the Nursing and Midwifery Council (NMC), and NHS England – helping organisations deliver safe, high-quality, and optimised patient care.
CareFlow Clinicals: optional integrated departmental functions	
Theatre management	CareFlow delivers comprehensive theatre management through seamless interoperability with the Bluespier Theatre Management System – System C's exclusive theatre partner. Bluespier is an established, clinically driven software suite designed to manage every aspect of the theatre journey. Key features and benefits: • Deep integration: Bluespier Theatres is fully integrated with CareFlow, including in-context launch and workflows that allow users to move easily between patients. This tight integration ensures secure, efficient interoperability and a unified experience for clinical and administrative teams. • Real-time visibility: Provides Trusts with live information on patient location throughout surgical pathways and current theatre utilisation. • Rich clinical functionality: Supports clinicians inside and outside theatres with detailed clinical content and decision support. • Regulatory compliance: the only theatre system supporting direct electronic uploads to the National Joint Registry, National Hip Fracture Database, Surgical Site Infection (SSI) reporting, and Amplitude Clinical Outcomes. Operational and clinical benefits include: • Optimal use of theatre facilities and resources. • Reduced administrative burden. • Improved patient safety and enhanced patient experience. Optional features – mobile and paperless workflows: • Mobile application: Enables teams to manage theatres on-the-go, complete World Health Organisation (WHO) checklists at the bedside, and access real-time data anywhere in the hospital.

	• Paperless pre-operative assessment: Keeps clinical teams up to date at all stages and supports decision-making through guidance and clinical support. Patients unfit for surgery or requiring anaesthetist review are quickly identified and managed. • Electronic whiteboards: Use a traffic-light system to monitor treatment targets and prioritise high-risk patients. Our innovative theatre management solution delivers clinical and financial efficiencies, drives operational performance, and enables agile, safe, and effective patient care.
CareFlow Clinicals: optional integrations	
Application Programming Interface (API) bundles	System C's Interoperability Framework enables seamless integration with third-party systems by configuring our solutions to consume external vendors' web services. This allows data from other systems to be displayed within the patient record without the need to persist it – ensuring accuracy and reducing duplication. Key capabilities: • Open Application Programming Interfaces (APIs): A wide range of APIs based on Fast Healthcare Interoperability Resources (FHIR) standards. • Cloud-based delivery: APIs are provided via a secure, scalable cloud platform. • Use-case driven packages: Bundled API sets designed around common interoperability scenarios for faster implementation.
Third-Party Integrations (TPIs)	CareFlow integrates seamlessly with third-party applications, launching them in patient context via single-sign-on for a smooth, unified user experience. Key capabilities: • Extensive integration library: Click-through Third-Party Integration (TPI) plug-ins provide single-sign-on and context maintenance for systems such as PACS archives, EDMS solutions, Summary Care Records, and regional Shared Care Records. • Multitasking support: Multiple windows can be launched simultaneously, enabling clinicians to review radiology images, check results, and document care at the same time – improving efficiency and workflow.
Personal Health Record (PHR) integration	System C provides seamless integration for standalone Personal Health Record (PHR) systems. Our PHR integration package enables third-party PHR suppliers to connect with CareFlow and manage patient appointments efficiently. Key benefits: • Vendor-agnostic: Compatible with all major PHR suppliers, ensuring flexibility and choice. • Streamlined workflows: Supports appointment management directly within CareFlow for a unified patient experience.

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| | <ul style="list-style-type: none"> Secure and scalable: Built on robust interoperability standards for safe, reliable data exchange. |
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1.2 Our other solutions

Please see our separate submissions for standalone CareFlow products on the Digital Marketplace, these include:

- CareFlow Patient Administration System (PAS).
- CareFlow EPR.
- CareFlow Emergency Care.
- CareFlow EPMA.
- CareFlow Pharmacy.
- CareFlow AI.
- ChemoCare.
- BadgerNet Maternity, Neonatal, and Paediatrics.
- CarePlus (Child Health).

1.3 Standards

System C solutions are purpose-built for the UK Health and Social Care sectors and fully comply with NHS standards and best practice guidelines, including NHS Information Security Standards and Information Governance standards (e.g., NHS IM&T Security Manual, the NHS Confidentiality Code of Practice, and Caldicott Principles).

Our credentials include:

- ISO certifications:** ISO 9001 for Quality Management and ISO/IEC 27001 for Information Security across all business functions.
- NHS compliance:** Data Security and Protection Toolkit (DSPT) compliance, plus Cyber Essentials and Cyber Essentials Plus accreditation.
- Digital health standards:** CareFlow meets the Digital Technology Assessment Criteria (DTAC), the national baseline for NHS and Social Care digital solutions.
- Sustainability commitment:** Carbon Reduction Plan published annually since 2022 and participation in NHS England's Evergreen Sustainable Supplier Assessment since 2023.

In summary, System C combines rigorous compliance with a strong commitment to sustainability, ensuring secure, high-quality solutions for the NHS and Social Care.

2 Implementation

2.1 Interoperability

During the initial phase of the project, System C works collaboratively with the Trust to define the current integration architecture, based on documentation supplied by the Trust. To achieve this, we:

- Provide detailed message specifications, including examples of the messages that will be exchanged.
- Conduct a mapping and gap analysis to identify any missing content or potential issues.

- Agree responsibilities. The Trust will supply a detailed plan for any Trust Integration Engine (TIE) development work, including agreed milestones, to support effective project management within this workstream.

2.2 Configuration

System C has developed a standardised, collaborative, and iterative approach to configuration, designed to ensure the solution meets customer needs and maximises benefits. This approach includes:

- **Business process alignment:** Supporting customers to align or realign workflows to optimise outcomes.
- **Compliance:** Ensuring all configurations meet NHS data standards and data dictionaries.
- **Localisation:** Providing customer-definable reference tables, which can be mapped internally to national codes (e.g., CDS returns).
- **Access control:** Setting up Role-Based Access Control (RBAC) rights for individuals or groups to ensure permissions match roles and sensitive data remains secure.

2.3 Data migration

Some implementations require migration of patient and activity data from legacy systems. System C's Data Migration Team works closely with the Trust to:

- Define individual and joint responsibilities within the workstream.
- Agree the scope of data migration.
- Plan activities and determine the optimal phasing of migration tasks.

Our team has successfully migrated over one billion records for numerous NHS organisations, ensuring accuracy and continuity of care.

2.4 Deployment

System C's deployment methodology – refined through successful implementations in 30 Acute NHS Trusts – is designed for a safe, controlled, and predictable go-live with minimal disruption to patients and staff. Key principles of our approach include:

- **Joint planning:** System C and Trust teams work together on an integrated plan, fostering transparency and early risk management.
- **Clinical engagement:** Essential for success; we collaborate closely with clinicians throughout.
- **Flexibility:** Our methodology is pragmatic and adaptable to Trust-specific needs.
- **Remote capability:** We pioneered remote deployments during COVID-19, completing three fully remote EPR go-lives.

The benefits of our deployment methodology are:

- Reduced risk through structured stage-gate readiness criteria.
- Contingency planning for critical supplier exit dates.
- Smooth transition from go-live to Business as Usual (BAU).
- Fully trained staff and a solution that meets clinical and organisational requirements.

Post-deployment, we support customers through our **Clinical Transformation Accelerator**

Programme (CTAP), which uses our 'Gold Build' library of standardised templates to accelerate workflow localisation and validation.

2.5 Training

System C partners with the Trust's Training Team to provide guidance, training, and support. Our standard approach includes:

- **Train-the-Trainer model:** Working closely with the Trust's Training Team to plan and deliver training.
- **Comprehensive training materials:** Covering all aspects of the deployed solution.

2.6 Testing and acceptance

Testing is critical to success, and System C adopts a structured, collaborative approach tailored to the solution being implemented. We assist the Trust by providing:

- **Testing collateral:** Including a Test Strategy, Test Plans, and Test Reports.
- **Guidance and support:** Ensuring effective testing is undertaken to maximise solution benefits.