

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

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1 An overview of System C's G-Cloud ChemoCare 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.

ChemoCare is the UK's leading electronic chemotherapy prescribing system, trusted by 80% of NHS centres. As experts in prescribing, scheduling, and administering Systemic Anti-Cancer Therapy (SACT), we leverage advanced technology to deliver safe, efficient treatment and comprehensive patient management across the entire cancer care pathway.

Function	Description
ChemoCare: minimum deployment	
Chemocare	ChemoCare is the UK's leading electronic chemotherapy prescribing system, trusted by 80% of NHS centres. It delivers safe, efficient, and fully digital management of SACT – from referral through to discharge – across multiple care settings and cancer networks. Our solution supports clinicians with expert electronic prescribing, scheduling, and administration tools, ensuring accuracy and consistency throughout the treatment journey. By enabling information sharing across clinical systems, ChemoCare promotes continuity of care and supports long-term patient outcomes in line with chronic disease management principles.
Hosting	ChemoCare 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.
ChemoCare: optional integrated functions	
Worksheets and labels	ChemoWorksheets gives users full flexibility to design custom templates for drug preparation and labelling, with complete control over release timing and updates to the main system. Built to meet the stringent standards of licensed aseptic units, the ChemoWorksheets function is fully secure and accessible only to authorised users. An intelligent worksheet selection feature ensures greater accuracy by automatically matching prescriptions to the correct worksheets – streamlining workflows and reducing errors.
Appointment scheduling	ChemoSchedule is designed to synchronise patient appointment schedules with treatment days, creating a more efficient and co-ordinated workflow while ensuring consistent information-sharing across care settings. Appointment letters and electronic referral forms are generated automatically for added convenience. Thanks to the integrated information, patients can be seamlessly booked across multiple organisations – reducing administrative burden and improving

	patient experience.
Drug administration	ChemoAdministration provides real-time electronic documentation of drug administration with optional dual-nurse verification. It includes mandatory reasons for partial or omitted doses and hard stops to prevent administration before prescription authorisation, ensuring safety and compliance.
Patient consent management	ChemoConsent digitally records patient consent using Cancer Research UK forms, sent securely to the patient's smartphone for remote signing. It utilises encrypted messaging, two-factor authentication, and electronic Identification, Authentication and trust Services (eIDAS) compliant advanced electronic signatures for full traceability and legal compliance. Consent status is displayed on a dedicated dashboard and can integrate with medicines administration workflows.
Patient portal	ChemoPro is a patient app designed to keep hospitals and healthcare providers connected with patients between visits. Simple and intuitive, it offers an extra layer of reassurance by giving patients quick access to information and an easy way to contact their care team. By supporting condition management at home, the app helps reduce anxiety and empowers patients to feel more in control of their treatment. Patients can view appointment details, receive medication reminders, and record symptoms and wellness updates. These updates are shared with the healthcare team, enabling proactive monitoring of side effects while the patient is at home. Instant alerts and medication schedules keep patients informed and on track with their treatment plan – improving safety, communication, and overall experience.
Enhanced reporting	Enhanced ChemoCare reporting delivers a comprehensive suite of pre-configured reports, including drug usage, trend analysis, mortality, audits, waiting times, and workload insights. The ChemoCare Report Scheduling and Automation Tool (CRS) streamlines reporting by enabling automated delivery on a daily, weekly, or ad-hoc basis. Fully aligned with NHS England's SACT reporting standards, it incorporates the widely adopted ChemoCare SACT Mapping Tool to ensure compliant monthly submissions.
ChemoCare: optional integrations	
Third-party interfaces	ChemoCare supports integration with third-party applications , enabling seamless data exchange with departmental systems such as laboratory and pathology. This interoperability ensures critical information flows efficiently across clinical workflows – reducing duplication, improving accuracy, and supporting co-ordinated patient care.

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 Electronic Patient Record (EPR).
- CareFlow Emergency Care.
- CareFlow Clinicals.
- CareFlow Electronic Prescribing and Medicines Administration (EPMA).
- CareFlow Pharmacy.
- CareFlow AI.
- 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:** ChemoCare 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.
- **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 over 150 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.

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.