

# **An overview of System C's G-Cloud service for CareFlow Pharmacy**

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# 1 An overview of System C's Pharmacy 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 focused, Artificial Intelligence (AI)-powered innovation, we partner with organisations to improve outcomes and enhance community wellbeing.

CareFlow Pharmacy is the leading hospital pharmacy information system, designed to meet the needs of modern pharmacy departments. Combining advanced functionality with intuitive access and robust data management, it supports efficient service delivery and best-practice management across the NHS.

| Function                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CareFlow Pharmacy: minimum deployment</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Pharmacy</b>                                         | <p><b>CareFlow Pharmacy</b> is designed in collaboration with clinical pharmacists, technicians, and clinicians to deliver the most comprehensive pharmacy administration and management solution on the market. Combining advanced functionality with intuitive design, it creates a complete pharmacy practice environment where data is captured and integrated in real time.</p> <p>The platform supports every aspect of pharmacy operations from dispensing and labelling medicines to managing stock and procurement, ensuring efficiency and patient safety. Core capabilities include pharmacy dispensing and labelling, ward stock management, procurement, and automation.</p> <p>CareFlow Pharmacy scales from a single hospital to an Integrated Care System (ICS)-wide deployment, offering unmatched functionality, accessibility, and data depth to support modern service delivery and management practises.</p> |
| <b>Hosting</b>                                          | <p>CareFlow Pharmacy is hosted on the <b>Microsoft Azure UK cloud platform</b>, 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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>CareFlow Pharmacy: optional integrated functions</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Production services</b>                              | <p>CareFlow Pharmacy includes comprehensive <b>production services</b>, enabling ingredients and components to be converted into finished products with full tracking of quantities and values. Using production recipes, raw materials are automatically debited from stock and charged to the appropriate cost centre, while finished product levels are updated – ensuring accurate accounting and streamlined manufacturing workflows.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Trading</b>                                          | <p>CareFlow Pharmacy includes a <b>trading</b> function that enables Trusts to sell goods to external customers. Purchasers are assigned Value Added Tax (VAT) status and price bands to ensure correct tax treatment and pricing. Once purchaser and order details are entered, goods can be issued against the order, with the system automatically generating a picking ticket and delivery note. Postage and packing costs can also be added, streamlining</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                | the entire trading process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Homecare</b>                                | <p>The <b>Homecare</b> function delivers seamless management of e-Homecare services, reducing administrative burden and improving efficiency for secondary care Trusts. Fully integrated with CareFlow Pharmacy, it automates manual processes such as ordering, invoicing, and recording of dispensed items, enabling organisations to scale homecare safely and effectively.</p> <p>Using a Homecare Framework, Trusts can manage agreements, medicines, sundry items, and patient consent in one place. Once requests are created, the function streamlines supply and invoicing workflows – covering booking, issuing to patients, updating dispensing history, and generating purchaser invoices.</p> <p>By consolidating complex tasks into a single automated process, the Homecare function helps reduce errors, improve transparency, and recover administrative costs, supporting best practice and efficient service delivery across the NHS.</p>                                                                                                                                   |
| <b>IntelliFront Business Intelligence (BI)</b> | <p><b>IntelliFront Business Intelligence (BI)</b> helps Trusts unlock actionable insights from system data through interactive Key Performance Indicator (KPI) dashboards and advanced reporting. Reports can be securely shared with partners and tailored with role-based access.</p> <p>Automated scheduling enables single or batch reports to be delivered at set times or triggered by database events – improving speed and efficiency. Data-driven workflows generate unique reports for each parameter value, simplifying complex reporting tasks.</p> <p>Analytics provide powerful tools for monitoring and managing stock and activity. Flexible dashboards allow filtering by drug name, British National Formulary (BNF) chapter, location, issue type, and date, giving full visibility of who issued what, when, and in what volume. Users can track prescribing trends across clinical areas, view real-time stock levels against minimum thresholds, and access detailed pharmacy activity metrics by location and time to identify busy periods and optimise workflows.</p> |
| <b>Fallback</b>                                | <p>The <b>Fallback</b> function ensures pharmacies can continue issuing dispensing labels during critical incidents such as power outages, network failures, or server damage. In these situations, users can access Fallback to select a patient or dispense to stock and generate a dispensing label – maintaining continuity of care when the main system is unavailable.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Controlled drugs management</b>             | <p><b>CareFlow Controlled Drug (CD) Manager</b> is a fully paperless platform for managing controlled drugs across all hospital areas, including pharmacy, wards, and theatres. It streamlines administrative tasks, automates workflows, and links register locations in real-time – eliminating double entry and reducing errors.</p> <p>With advanced visibility, alerting, and granular reporting, CD Manager helps prevent diversion and misappropriation while supporting investigations and compliance with regulatory standards. Customisable workflows ensure adherence to governance requirements, improving safety and reducing discrepancies, fraud, and medication risks.</p>                                                                                                                                                                                                                                                                                                                                                                                                     |

|                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                   | This is a revolution in controlled drug management – secure, compliant, and efficient.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Closed-loop stock management and supply</b>                                                    | <b>MedTrac</b> is a mobile app that delivers closed-loop stock management and supply across the hospital. Built on barcode technology and mobile software, it provides full visibility of stock in every storage area – from goods receipt to clinical storage and bedside administration. By automating and simplifying processes, MedTrac reduces waste, cuts manual work, and ensures accurate expiry and batch tracking.                                                                                                                                                                                                                                                    |
| <b>CareFlow Pharmacy: optional integrations</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Prescription Tracking System (PTS) integration</b>                                             | CareFlow Pharmacy integrates with TMS Insight's <b>Prescription Tracking System (PTS)</b> , which uses advanced barcode technology to track prescriptions seamlessly throughout the dispensing process. PTS provides real-time visibility of prescription status and location, improving operational efficiency and accuracy.                                                                                                                                                                                                                                                                                                                                                   |
| <b>Third-party interfaces</b>                                                                     | CareFlow Pharmacy supports <b>integration with third-party systems</b> , including laboratory applications, dispensing robots, and Automated Dispensing Cabinets (ADCs). This interoperability ensures critical information flows efficiently across clinical workflows – reducing duplication, improving accuracy, and supporting co-ordinated patient care. Integration with finance systems enables real-time reporting of purchasing, invoicing, stock data, and reconciliation, while automating electronic procurement from suppliers. Robotic interfaces allow multiple devices to connect to a single system, enhancing automation and streamlining pharmacy workflows. |
| <b>Third-party Electronic Prescribing and Medicines Administration (EPMA) systems integration</b> | The <b>Dispensing Web Service (DWS)</b> enables CareFlow Pharmacy to integrate with third-party Electronic Prescribing and Medicines Administration (EPMA) systems, creating a closed-loop process for ordering, dispensing, and stock management. Prescriptions are automatically routed to the correct dispensary based on configurable supply rules, eliminating manual transcription and reducing errors. With patient and drug data transferred seamlessly, dispensing is reduced to a few clicks – allowing users to confirm, label, and supply medicines quickly and accurately.                                                                                         |

## 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 EPMA.
- 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 Pharmacy 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 100 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.