

# **An overview of System C's G-Cloud service for CareFlow Electronic Prescribing and Medicines Administration (EPMA)**

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## Table of contents

|     |                                              |   |
|-----|----------------------------------------------|---|
| 1   | An overview of System C's EPMA solution..... | 4 |
| 1.1 | Product description .....                    | 4 |
| 1.2 | Our other solutions .....                    | 6 |
| 1.3 | Standards .....                              | 7 |
| 2   | Implementation.....                          | 7 |
| 2.1 | Interoperability .....                       | 7 |
| 2.2 | Configuration .....                          | 7 |
| 2.3 | Data migration .....                         | 8 |
| 2.4 | Deployment.....                              | 8 |
| 2.5 | Training .....                               | 8 |
| 2.6 | Testing and acceptance.....                  | 8 |

# 1 An overview of System C's EPMA 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.

CareFlow delivers safe, intuitive end-to-end prescribing and medicines administration for inpatient, outpatient, and discharge care. Designed to boost efficiency and patient safety, our medicines management suite tackles the NHS's biggest source of error and waste; reducing risk, improving accuracy, and supporting better outcomes across all care settings.

| Function                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <b>CareFlow EPMA: minimum deployment</b>                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Electronic Prescribing and Medicines Administration (EPMA)</b> | <p><b>CareFlow Electronic Prescribing and Medicines Administration (EPMA)</b> is the UK's most widely installed EPMA system, designed to ensure safe, efficient, and fully digital prescribing across inpatient, outpatient, and discharge workflows.</p> <p>Clinicians benefit from real-time visibility of a patient's complete medication record throughout their stay. The entire drug chart is accessible on a single screen, with patient histories available instantly. Integrated ordering ensures medicines are requested from pharmacy promptly, supporting timely administration.</p> <p>At discharge, prescriptions can be transferred directly to pharmacy for dispensing without transcription, thanks to seamless integration with CareFlow Pharmacy – eliminating rekeying and reducing errors.</p> <p>Fully integrated with the CareFlow Electronic Patient Record (EPR), EPMA gives prescribers access to vital patient information such as test results while prescribing or administering medicines. By replacing handwritten charts, it removes the risk of ambiguity and illegibility.</p> <p>EPMA supports care across Acute, Mental Health, and Community settings, delivering an Integrated Care System (ICS)-ready solution for connected care.</p> <p>By leveraging EPMA digital technology, organisations can significantly reduce prescribing and administration errors, prevent adverse drug events, cut costs, and improve patient outcomes – while advancing toward a fully paperless care model.</p> |
| <b>Hosting</b>                                                    | <p>CareFlow EPMA 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 EPMA: optional integrated functions</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Electronic Prescription Service (EPS)</b>                      | <p>The <b>Electronic Prescription Service (EPS)</b> allows prescribers to send prescriptions electronically to a patient's nominated pharmacy, replacing paper with a secure digital workflow. This improves efficiency, reduces administrative burden, minimises transcription errors, and enhances convenience for both patients</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|                                                | <p>and healthcare professionals.</p> <p>EPS securely transmits prescriptions, reducing delays and manual handling while improving patient experience and safety. By cutting paper usage, EPS supports NHS digital transformation and sustainability goals, helping healthcare organisations streamline workflows and deliver safer, more efficient care.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Repeat prescribing</b>                      | <p><b>Repeat Prescribing</b> automates the generation of prescriptions for patient cohorts requiring regular medication, significantly reducing administrative workload and saving time for prescribers.</p> <p>The function enables clinicians to create repeat rules for groups of patients, allowing prescriptions to be issued in bulk for long-term treatments. This functionality is particularly valuable in settings such as substance misuse services, where patients may require daily prescriptions for ongoing treatment. While designed with these scenarios in mind, the feature can be applied across any clinical setting where patients need consistent, scheduled prescriptions, improving efficiency and supporting safer, more reliable medication management.</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 include formulary prescribing analysis (filterable by specialty, consultant, type, and time), top non-formulary medicines, and prescribing reasons. Comprehensive breakdowns by British National Formulary (BNF) Chapter, drug, and route are visualised with tree-maps for ward-level prescription volumes.</p> <p>Workforce workload tracking highlights administration volumes and busy periods by month, day, and hour. Administration data can be filtered by status, ward, drug, or BNF Chapter – providing a clear view of performance and trends.</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. Integrated with CareFlow EPMA, 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> <p>A revolution in controlled drug management – secure, compliant, and efficient.</p>                                                                                                                                                                                                                                                                                                                            |
| <b>Closed-loop</b>                             | <p><b>PharmaTrac</b> is a mobile app delivering closed-loop medicines</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| <b>medicines administration</b>             | <p>administration at the bedside. Using barcode scanning for positive patient and medicine identification, it validates every step to prevent errors and ensure patient safety.</p> <p>Integrated with CareFlow EPMA, PharmaTrac automates checks by comparing prescriptions with scanned data, reducing risk and supporting the NHS commitment to safer care.</p> <p>Key benefits include:</p> <ul style="list-style-type: none"> <li>• Bedside validation: Matches patient and medication to prevent administration errors.</li> <li>• Tracking: Verifies batch and expiry dates; tracks medication from pharmacy to patient.</li> <li>• Event recording: Monitors near misses and prevents errors.</li> <li>• Medication prep: Allows nurses to prepare doses in advance.</li> <li>• Five rights compliance: Right patient, medication, dose, time, and route.</li> <li>• Paper free records: Supports NHS digital initiatives.</li> <li>• Standards compliance: Aligns with World Health Organisation (WHO), Joint Commission International (JCI), Healthcare Information and Management Systems Society (HIMSS) Level 5, Global Standard One (GS1), and Scan4Safety.</li> <li>• Closed loop administration: Fully compliant with NHS EPMA standards.</li> </ul> <p>By eliminating manual checks and integrating seamlessly with CareFlow EPMA, PharmaTrac improves safety, efficiency, and confidence in medication administration.</p> |
| <b>CareFlow EPMA: optional integrations</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Third-party interfaces</b>               | <p>CareFlow EPMA supports <b>integration with third-party applications</b>, enabling seamless data exchange with departmental systems such as laboratory and pharmacy. This interoperability ensures that critical information flows efficiently across clinical workflows, reducing duplication, improving accuracy, and supporting co-ordinated patient care.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## 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 Clinicals.
- 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 EPMA 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 40 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.