

An overview of System C's G-Cloud service for the CarePlus Child Health Information System (CHIS)

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Version: Final

Updated: 30 January 2026

Classification: COMMERCIAL IN CONFIDENCE

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1 An overview of System C's Child Health 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.

CarePlus is the leading IT solution for Child Health Information Services. It integrates with multiple systems to create a complete child health record, including accurate immunisation and screening data. CarePlus tracks children through to adult services and plays a vital role in supporting public health initiatives.

Function	Description
Child health	CarePlus is our child health solution, managing comprehensive electronic records for children, including immunisation data and developmental checks. It supports local safeguarding teams, health visitors, and school nurses, while at a population level, it plays a crucial role in public health. This powerful system integrates with a wide range of services, including: • Schools. • Maternity providers. • Blood spot screening labs. • Health visitor teams. • Newborn hearing programme providers. CarePlus currently delivers seamless child health records across London, the South West, South Central, Cheshire and Merseyside, Thames Valley, Greater Manchester, West Midlands, Lancashire, and Surrey. It was the first system to connect to the NHS National Event Management Service (NEMS), making child health information digitally available to health professionals and parents at the point of care. A comprehensive range of functionality supports the Healthy Child Programme (HCP) and NHS England's child health digital strategy. CarePlus can be deployed for a single organisation or across multiple organisations via a shared database, in line with NHS England recommendations. By enabling a multi-disciplinary approach to child health, CarePlus ensures the most vulnerable and at-risk children receive the support they need across the Integrated Care System (ICS).

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.
- ChemoCare.
- BadgerNet Maternity, Neonatal, and Paediatrics.

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.
- **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 organisation to define the current integration architecture, based on documentation supplied by the organisation. 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 organisation will supply a detailed plan for any integration 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:

- **Compliance:** Ensuring all configurations meet NHS data standards and data dictionaries.
- **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 multiple regions – 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.
- **Flexibility:** Our methodology is pragmatic and adaptable to organisation-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.