

An overview of System C's G-Cloud service for the CareFlow Patient Administration System (PAS)

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Table of contents

1	An overview of System C's PAS solution	4
1.1	Product description	4
1.2	Our other solutions	7
1.3	Standards	8
2	Implementation.....	8
2.1	Interoperability	8
2.2	Configuration	8
2.3	Data migration	8
2.4	Deployment.....	9
2.5	Training	9
2.6	Testing and acceptance.....	9

1 An overview of System C's PAS 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.

The CareFlow Patient Administration System (PAS) is the most modern, advanced, and flexible PAS on the market – designed specifically for the NHS to simplify tasks for clerical and operational staff. Fully interoperable with existing hospital systems, CareFlow PAS is trusted as the core PAS in 30 Acute NHS Trusts.

Function	Description
CareFlow PAS: minimum deployment	
Patient administration function	CareFlow's Patient Administration System (PAS) is one of the most advanced and flexible solutions available for the NHS. Built on System C's 40+ years of expertise in healthcare system design, it is purpose-built for NHS Trusts and fully interoperable with existing hospital systems – ensuring seamless integration and efficient patient management. Why choose CareFlow PAS? • Comprehensive coverage: Meets all administrative requirements for NHS hospital Trusts, providing real-time patient record access whenever and wherever needed. • Flexible deployment: Can be used as a stand-alone PAS or integrate seamlessly with other System C modules and third-party systems. • Supports digital transformation: Ideal for Acute NHS Trusts aiming to align with the Frontline Digitisation Programme, meet NHS England's Digital Capability Framework (DCF), and progress Healthcare Information and Management Systems Society (HIMSS) maturity ratings. • Proven track record: Live in 30 Acute Trusts – from specialist hospitals to large teaching hospitals with 20,000+ users. • HIMSS partnerships: System C is an official HIMSS Digital Health Transformation Partner, helping customers achieve the highest levels of digital maturity. Core features include: • Integrated Master Patient Index (MPI) and patient registration. • Personal Demographics Service (PDS) and Child Protection – Information Sharing (CP-IS) integration. • Outpatient and inpatient management. • Clinic scheduling and e-Referral Service (e-RS) integration. • Outpatient self-check-in kiosks. • Referral to Treatment (RTT) pathway management and elective waiting lists.

	• Ward and bed management. • Case note tracking, letters, and documents. • Clinical encoder. CareFlow PAS is purpose-built for the NHS – supporting standards, statutory reporting, and simplifying tasks for clerical and operational staff, while driving digital maturity and improving patient care.
Data repository and warehouse (our business intelligence capability)	CareFlow's data repository and warehouse is a core component of the PAS, providing a powerful healthcare reporting and data management solution. It enables the creation, maintenance, and delivery of reports and dashboards with near real-time data (high frequency reports typically within 5 minutes of live). Key benefits: • Complete visibility: Gives Trusts the digital capability to monitor activity across all locations and progress towards digital sophistication in line with the Frontline Digitisation Programme. • Supports HIMSS Level 7: Designed to help organisations achieve the highest levels of digital maturity. • User-friendly design: Presents data in a logical, intuitive format for easy access and analysis. Capabilities include: • Pre-configured reports for contracting, commissioning, and NHS Commissioning Data Sets (CDS). • 150+ operational reports and 150+ templates to accelerate custom report creation. • Comprehensive reporting across statistical, operational, and administrative domains. • Full support for statutory reporting and CDS returns. Delivered via familiar Microsoft tools – Report Builder, Structured Query Language (SQL) Server Management Studio (SSMS), Excel, and Power BI – enabling rapid self-sufficiency for advanced reporting needs. In short, CareFlow's data repository meets all modern hospital reporting and data warehousing requirements, helping Trusts unlock actionable insights and drive digital transformation.
Interfacing	CareFlow PAS includes: • An integrated integration engine: Enables seamless data exchange with departmental systems such as Laboratory Information Systems (LIMS), Picture Archiving and Communication Systems (PACS), and shared care records. • Standard Health Level Seven (HL7) messaging: Provides near real-time data synchronisation, ensuring accurate and up-to-date information across all connected systems.
Hosting	CareFlow PAS 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 PAS: optional integrated functions	
Document exchange	CareFlow PAS supports secure electronic communication of information to the right recipients, ensuring fast and reliable data exchange across health and care settings. Our Document Exchange function is compliant with NHS England's Message Exchange for Social Care and Health (MESH) service, enabling organisations to share files and documents internally and externally with confidence. Document Exchange handles both structured and unstructured documents, with structured formats based on NHS England's HL7 Fast Healthcare Interoperability Resources (FHIR) standards for interoperability. This means data can flow seamlessly between systems, reducing manual processes and improving accuracy. Documents generated by CareFlow PAS can be shared internally between systems or externally to other organisations, such as General Practitioners (GPs), to support continuity of care. Letters are transmitted as Portable Document Formats (PDFs) embedded within Extensible Markup Language (XML) documents, and the service applies intelligent routing rules to ensure documents reach the correct recipients. Once delivered, a business acknowledgement is sent back to CareFlow, confirming the status of each transmission for complete traceability.
Patient contacts	CareFlow's Patient Contacts functionality provides a comprehensive way to manage healthcare professionals' contact activity, ensuring accurate recording and efficient scheduling. Built on a referral-based model, it captures all types of contacts while supporting team co-ordination and diary management. Seamless integration with RTT pathways ensures that patient treatment timelines are maintained and monitored effectively. Supported contact types include: • Face to face: Direct patient interaction in clinic or on the ward. • Domiciliary: Care delivered off-site, such as at the patient's home. • Non-face to face: Activities like phone consultations or virtual reviews. • Indirect activity: Administrative or clinical tasks not linked to a specific patient. CareFlow PAS enables real-time or retrospective scheduling and management of contact activity, giving teams flexibility and control. For reporting and analytics, all patient contact data is automatically loaded into CareFlow's data warehouse, supporting accurate performance monitoring.
CareFlow PAS: 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 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 PAS 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, Electronic Document Management System (EDMS) solutions, Summary Care Records, and regional Shared Care Records.
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 PAS 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 PAS for a unified patient experience. • Secure and scalable: Built on robust interoperability standards for safe, reliable data exchange.

1.2 Our other solutions

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

- 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.
- 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 PAS 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

Most 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.

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.