

Document Name: Scribe ePCR Service Definition
Document Reference: SD001
Version: 002
Classification: Restricted

Scribe ePCR – G-Cloud 15 Service Definition (Lot 2b – SaaS)

Supplier: Doc-works Ltd

Service Type: Software as a Service (SaaS)

Hosting: UK-based data centres only

Data Location: All data stored, processed, replicated and backed up exclusively in the United Kingdom

Service Availability: 99.5% (excluding planned maintenance)

1. Service Overview

Scribe ePCR is a Software as a Service (SaaS) electronic patient care record system used by ambulance services, urgent care providers and emergency medical organisations. It supports structured clinical documentation, operational workflows and digital handover into receiving care settings.

The service runs on Android, iOS and browser-based platforms. It operates in both online and offline modes and synchronises securely when connectivity is available. The system is configurable to local clinical and operational workflows and integrates with a range of NHS and partner systems including CAD, EPR/EHR platforms, Spine services and referral systems.

Scribe ePCR is hosted and managed by Doc-works in UK sovereign cloud environments and delivered as a SaaS platform.

2. Service Features (Included as Standard)	3. Optional Modules (Chargeable – Non-Integration)
2.1 Clinical Features • Structured ePCR forms • Observations, interventions, medications, safeguarding entries • Integrated JRCALC decision support • Configurable clinical workflows • Digital handover summaries • Photo and media capture with audit trails 2.2 Operational Features • Shift management workflows • Patient encounter workflows • Handover documentation 2.3 Technical Features • Android and iOS mobile applications • Browser-based clinician and administrator access • Offline mode with encrypted local storage • Automated synchronisation • Real-time dashboards and reporting • Role-based access control (RBAC) • Full audit logging	3.1 Portfolio & Governance Modules • CPD: MyPortfolio Module – enables export of de-identified cases and reflective notes into clinical development portfolios. • Clinical Audit Module – structured audit datasets, configurable dashboards and governance reporting. 3.2 Complex Patient Management • Complex Patient Management Module – multi-episode visibility, risk flags, Multi-agency care/treatment plans, repeated attendance tracking and escalation workflows. 3.3 Urgent Treatment Centre / Medical Centre • UTC / Medical Centre Module – triage, queue management, treatment logs and episodic documentation for urgent care or event medical settings. 3.4 Referral & Pathway Management • Referrals Management Module – configurable referral forms, decision logic, tracking and reporting across clinical and non-clinical pathways.

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4. Service Constraints • Offline mode is subject to device storage limits. • Performance depends on customer-provided devices, connectivity (Wi-Fi/4G/5G) and network configuration. • Supported OS/browser versions follow vendor lifecycle policies. • API usage may be subject to rate limits. • Integrations may require firewall/network configuration or third-party system availability. • Planned maintenance windows occur outside core operational hours with advance notice. • Lookup-based features (e.g. GP surgeries, postcodes, and PDS) require an active internet connection and will not be available when the product is used offline.	5. Supported Platforms & Technical Requirements Mobile • Android 10+ • iOS 14+ Browser • Chrome, Edge, Safari (latest two major releases) Connectivity • HTTPS outbound access • VPN or private routing optional depending on customer security requirements
6. User Roles • Clinicians (frontline and urgent care) • Delegated administrator • Supervisors and operational managers • Governance and quality staff • BI/analytics users • System administrators • Integration and IT support staff • Training and education teams	7. Onboarding & Implementation 7.1 Included • Requirements discovery • Workflow and configuration setup • Role and permission configuration • Standard environment provisioning • Training materials • Test environment access • Setup of standard inbound/outbound workflows • Go-live readiness review 7.2 Optional (Chargeable) • Onsite or extended training • Additional form development • Optional module activation • Additional test or pre-production environments • Custom configuration • Data migration assistance 7.3 Customer Responsibilities • User list and permissions • Device procurement and connectivity • Network/firewall configuration • DCB0160 clinical safety responsibilities • Provision of integration access and credentials • Participation in testing and UAT 7.4 Typical Timeline Deployment typically requires 6 - 12 months, depending on scope and integration requirements.
8. Service Levels & Support 8.1 Standard Support (Included)	9. Maintenance & Upgrades • Regular platform updates at no additional cost

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- Hours: 08:30–17:30 UK time, Monday–Friday - Channels: support portal, email, telephone - Incident response targets: - P1: Within 30min - P2: Within 1 hour - P3: Within 4 hours - P4 Within 1 business day - P5 Within 5 business days - Availability target: 99.5% (excluding planned maintenance) 8.2 Premium Support (Optional) 24/7 on-call support - Named technical account manager - Monthly performance reporting - Enhanced monitoring tools 8.3 Escalation Process Formal escalation path from support analyst to senior engineering and service management.	- Advance release notes - Planned maintenance outside peak hours - Backwards-compatible updates unless otherwise agreed
10. Security & Compliance 10.1 Certifications & Standards - ISO 27001 and Cyber Essentials Plus - DSPT compliant - Alignment with DCB0129 (manufacturer) - Support for DCB0160 (deployment) 10.2 Technical Security Controls - TLS 1.2+ encryption in transit - AES-256 encryption at rest - RBAC with configurable permissions - Audit logging - Optional MFA - Supports HSCN access when required FHIR 10.3 Testing & Assurance - Annual CREST/CHECK penetration testing - Vulnerability management lifecycle - Secure development lifecycle practices 10.4 Data Protection - GDPR compliant - Data processed exclusively within the UK	11. Backups & Disaster Recovery - Daily encrypted backups - Replication within UK-only data centres - Backups to immutable storage - Typical RPO: 15 minutes - Typical RTO: 2 hours - Annual DR testing
12. Integrations 12.1 Standard Integrations (Included) - JRCALC reference content - Directory of Services (DoS) - Standard referral templates - Secure clinical communication via NHSmail/NHSmail2	13. Reporting & Analytics - Real-time clinical and operational dashboards - CSV, XML and JSON export options - Scheduled reporting - BI tool compatibility (Power BI, Qlik, Tableau) - Optional bespoke report development

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- Medical devices integration - Monitor/Defibrillator 12.2 Optional Integrations (Chargeable) NHS/National Data Services - Spine PDS (standard) - CP-IS - Summary Care Record (SCR) - Send consultation Healthcare System Integrations - Hospital EPR/EHR systems (HL7v2, FHIR APIs, REST, SNOMED compliance) - CAD systems (non-standard or extended configurations) - Data warehouse / ETL pipelines (SFTP/REST/JSON) - Business intelligence integrations (Power BI, Qlik, Tableau) 12.3 Integration Dependencies - Customer network/firewall configuration - Third-party system availability and credentials - Clinical safety approval (where applicable) - Customer involvement in integration and UAT testing	
14. Pricing Model Pricing submitted on the G-Cloud Digital Marketplace represents maximum rates. 14.1 Included - Access to Scribe ePCR - Standard hosting and support - Backups and DR - Maintenance and upgrades - Admin portal access - Implementation and onboarding services 14.2 Chargeable - Optional modules (Section 3) - Optional integrations (Section 12) - Additional environments (QA/UAT/Pre-prod) - Premium support - Bespoke configuration Pricing units: - Pricing is organisation wide not per device or user. Covers stakeholders such as hospital users. - One-off onboarding/implementation fee	15. Roles & Responsibilities 15.1 Supplier Responsibilities (Doc-works Ltd) Doc-works will: - Deliver the service in accordance with the Call-Off Contract and this Service Definition. - Provide hosting, security, updates, maintenance and monitoring. - Supply a named Project Manager and technical leads during implementation. - Configure the system, workflows and integrations in line with agreed requirements. - Provide onboarding, training and documentation. - Operate the support desk and meet agreed SLAs. - Maintain ISO 27001, DSPT and applicable NHS clinical safety standards (DCB0129). - Provide service performance reports, audit logs and escalation routes. - Manage approved subcontractors in compliance with G-Cloud requirements.

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15.2 Customer Responsibilities (The Buyer)

The Customer will:

- Assign a Project Lead and subject matter experts for implementation.
- Approve workflows, forms, integrations and user-access structures.
- Provide and manage devices, networks, identity systems and connectivity (e.g., VPN/APN/HSCN where applicable).
- Support User Acceptance Testing, go-live activities and local deployment.
- Operate as Data Controller under UK GDPR and define data-retention requirements.
- Maintain user administration and RBAC decisions.
- Report incidents promptly and follow agreed escalation processes.
- Maintain business continuity procedures associated with the service.

15.3 Joint Responsibilities

Both parties will:

- Collaborate on risk assessment, clinical safety (DCB0129/0160), and security reviews.
- Participate in scheduled service reviews and governance meetings.
- Manage change requests through the agreed change-control process.
- Cooperate during continuity events, downtime procedures and data synchronisation.
- Ensure effective communication and timely decision-making throughout the contract.

15.4 Transition-In (Implementation)

Doc-works will provide an agreed Implementation Plan covering discovery, configuration, integrations, testing, training and go-live.

The Customer will ensure all technical prerequisites, access and resources are available to meet agreed timescales.

15.5 Transition-Out (Exit)

Doc-works will provide full data extraction in standard open formats (e.g., CSV/XML) at no additional cost. The Customer will confirm data-retention instructions and complete any required local decommissioning activities.

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16. Data Extraction & Exit Management Included • Standard full data extract • CSV, XML, JSON or FHIR (where supported) • Audit log export • Exit guidance and handover support Optional • Custom migration formats • Extended read-only access after contract end Secure Deletion • Data deleted within 30 days of contract closure • NCSC-aligned sanitisation applied • Certificate of destruction available	17. Data Location All data is stored, processed and backed up exclusively within the UK.
18. Accessibility Scribe ePCR incorporates accessibility best practices and aims to meet WCAG 2.2 AA where appropriate for clinical mobile workflows.	19. Roadmap A service roadmap is provided to customers. Roadmap items are indicative and not contractual unless explicitly agreed.