

Document Name: Scribe Clinical Audit Management
Document Reference: SD001
Version: 002
Classification: Restricted

Scribe Clinical Audit Management – 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 Clinical Audit Management is a secure, cloud-hosted SaaS solution that supports the **full lifecycle of clinical audit** across healthcare environments.

The platform provides **structured workflows, audit forms, dashboards, and reporting** for a wide range of clinical audit requirements, including:

- Audit of pre-hospital care and emergency services records (e.g., ACQI and OHCAO returns)
- Call centre and contact centre records (e.g., 999 and 111 calls)

Key functionality includes:

- Extracting, viewing, and correcting audit data while maintaining integrity
- Executing audit processes and generating mandatory registry submissions
- Providing individual, redacted feedback for clinicians and mentors
- Delivering aggregated management information and performance insights

The platform is **hosted and managed by Doc-works in UK sovereign cloud environments** and delivered as a SaaS service, ensuring security, resilience, and compliance.

2. Service Features (Included as Standard) 2.1 Clinical / Audit Features • Structured audit forms for multiple clinical audit scenarios. • Manual review interface enables annotating, scoring, and commenting on records. • Automated auditing executes against predefined clinical standards and criteria. • Supports wide variety of inputs including scanned paper records, Scribe ePCR, other ePCRs and call transcripts. • Configurable audit workflows adapt to local and national requirements. • Redacted feedback provision enables mentoring, learning, and recognition. • Dashboards and reporting visualise compliance, trends, and performance metrics. • Registry submission outputs suitable for national benchmarking and commissioner reporting. • Continuous audit cycles support repeated audits for quality improvement.	3. Optional Modules (Chargeable – Non-Integration) • Portfolio & Governance Modules: export de-identified cases for clinical development portfolios. • Extended Audit Module: advanced dashboards, governance reporting, benchmarking functionality.
---	--

- Role-based access control secures audit records and ensures authorised access.

2.2 Operational Features

- Audit execution workflows standardise running manual or automated audits.
- Record review and correction maintain data integrity while allowing updates.
- Aggregated management information for governance teams, leaders, and auditors.

2.3 Technical Features

- Browser-based access; no dedicated mobile app required.
- Real-time dashboards provide immediate visibility of audit outcomes and trends.
- Integration consolidates data from multiple internal and external systems.
- Configurable templates adapt to organisational and regulatory standards.
- Full audit logging for governance and compliance.
- Role-based access control (RBAC) secures sensitive data.

Secure, UK-hosted SaaS environment with ISO 27001 compliance.	
4. Service Constraints - Performance depends on connectivity 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 occurs outside core operational hours with advance notice.	5. Supported Platforms & Technical Requirements Browser - Chrome, Edge, Safari (latest two major releases) Connectivity - HTTPS outbound access - VPN or private routing optional Hosting - UK-based cloud - NHS-compliant infrastructure
6. User Roles - Clinical auditors and reviewers - Governance and quality staff - Operational managers - BI/analytics users - System administrators - Integration and IT support staff - Training and education teams	7. Onboarding & Implementation 7.1 Included - Requirements discovery - Workflow configuration - Role setup - User roles and permissions - Standard environment provisioning - Training materials - Test environment access

	• Go-live readiness review 7.2 Optional (Chargeable) • Additional training and additional training materials • Custom form development • Optional modules activation • Pre-production environments • Bespoke configuration • Data migration support 7.3 Typical Timeline Deployment typically requires 3–6 months, dependent on integration scope. 7.4 Customer Responsibilities • Device procurement and connectivity • User access lists • Network / firewall configuration • Clinical safety duties under DCB0160 • Integration access • UAT participation
8. Service Levels & Support 8.1 Standard Support (Included)	9. Maintenance & Upgrades • Regular platform updates at no additional cost

- 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 provided - Backwards-compatible updates unless otherwise agreed - Planned maintenance outside peak hours
10. Security & Compliance 10.1 Certifications & Standards - ISO 27001 and Cyber Essentials Plus - DSPT compliant - Alignment with DCB0129 (manufacturer) - Support for DCB0160 (deployment)	11. Backups & Disaster Recovery - Daily encrypted backups - Replication within UK-only data centres - Backups retained on immutable storage - Annual DR testing

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	Typical targets: • RPO: 15 minutes • RTO: 2 hours
12. Integrations 12.1 Standard Integrations (Included) • Secure daily data feeds • NHSmail / NHSmail2 • Scribe ePCR records • Power BI export 12.2 Optional (Chargeable) • Interface set up for non-Scribe ePCR • Interface set up for CAD systems	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

• Interface set up for Air Ambulance and Private Provider ePCRs • Interfaces set up for NHSE spine • Interfaces set up for Index of Multiple Deprivation (IMD) • Interfaces set up for Data warehouse / ETL pipelines 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 published on the G-Cloud marketplace represents maximum rates 14.1 Included • Access to Scribe Clinical Audit • Implementation and onboarding services • Organisation-wide access • Hosting, support and maintenance	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.

Document Name: Scribe Clinical Audit Management
Document Reference: SD001
Version: 002
Classification: Restricted

• Backups and DR • Onboarding and configuration • Admin portal access 14.2 Chargeable • Optional modules (Section 3) • Optional integrations (Section 12) • Additional environments (QA/UAT/Pre-prod) • Premium support • Bespoke forms and reporting Pricing units • Pricing is organisation wide not per device or user. • One-off onboarding/implementation fee	• 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. 15.2 Customer Responsibilities (The Buyer) The Buyer 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.
16. Data Extraction & Exit Management Included • Full data extract in open formats: ◦ CSV, XML, JSON or FHIR (where supported) • Audit log export • Exit guidance and handover support Optional • Custom migration data formats • Extended read-only access • Assisted migration Secure Deletion	17. Data Location All data stored, processed, replicated and backed up exclusively within the UK. No data leaves the UK at any time.

Document Name: Scribe Clinical Audit Management
Document Reference: SD001
Version: 002
Classification: Restricted

• Data deleted within 30 days of contract closure • NCSC-aligned sanitisation applied • Certificate of destruction available	
18. Accessibility The service is designed to meet WCAG 2.2 AA standards where appropriate.	19. Roadmap A service roadmap is provided to customers. Roadmap items are indicative and not contractual unless explicitly agreed.