

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

Scribe Resilience – Service Definition (G-Cloud 15)

Doc-works Ltd

1. Overview

Scribe Resilience is Doc-works' dedicated clinical continuity and downtime failover solution, designed to maintain uninterrupted patient documentation when a Trust's primary ePCR/EPR becomes unavailable due to outages, failures, or planned maintenance. The system provides a safe, structured environment that mirrors essential clinical workflows, allowing crews or clinicians to continue recording care without reverting to paper.

When the primary system is restored, Scribe Resilience automatically and securely synchronises all captured records back into the live primary system, maintaining data integrity, audit trails and operational continuity. The module supports ambulance, urgent care and hospital environments requiring assured business resilience.

2. Key Features • Automatic availability during outages or unavailability of primary systems • Supports planned downtime, unplanned incidents and system failures • Configurable digital forms and workflows mirroring core primary-system functionality • Secure data capture and storage during resilience operation • Controlled synchronisation and reconciliation once primary systems are restored • Role-based access control and full audit logging maintained throughout downtime • Supports healthcare and operational workflows across ambulance, urgent care and hospital settings • Removes reliance on paper-based downtime processes • Browser-based access from existing devices without specialist hardware • Governance, security and clinical safety controls aligned to NHS requirements	3. Benefits • Guarantees continuous digital documentation when primary systems are unavailable • Reduces operational risk and eliminates reliance on paper downtime packs • Prevents data loss through secure storage and controlled synchronisation • Maintains legal, clinical and governance compliance during system outages • Preserves familiar workflows, minimising disruption and training requirements • Accelerates recovery after outages through automated reconciliation processes • Reduces clinical safety incidents associated with IT system downtime • Ensures handover and critical records are never delayed or lost • Provides assurance and visibility for leadership during disruption events • Critical workflows can be implemented within weeks, ensuring rapid continuity
4. Service Delivery • Delivered as a private cloud service • Licensed organisation-wide, not per individual user • Operates as an extension to primary clinical or operational systems	5. Technical Architecture • Resilience workspace captures records independently during system failover • Synchronisation engine transmits records back to primary systems and can capture snapshots in advance of outages

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

• Integration support required for post-outage synchronisation and data reconciliation • HSCN or other secure connectivity supported where appropriate	• Administration portal manages records and monitors synchronisation status • Designed to comply with ISO 27001, DSPT, and NHS security standards
6. Digital Workflows Supported Typical downtime workflows include: • Data capture and record entry • Task and event logging • Authorisations and approvals • Tracking of individuals, assets, or resources • Operational and administrative reporting • Audit trails and activity logging • Forms and structured templates • Incident or event metadata capture Workflows can be simplified or configured to comply with organisational policies and safety requirements.	7. Integrations During downtime, real-time integrations are suspended for safety. On restoration, Scribe Resilience supports controlled synchronisation with: • Primary operational systems and databases • Organisational repositories and data stores • National services or external systems (subject to partner APIs) • Local reporting and business intelligence platforms Integration specifications and requirements are defined during onboarding and configuration
8. Data Security & Compliance • ISO/IEC 27001 certified platform and processes • TLS 1.2+ encryption in transit; VPN/APN supported as required • DCB 0129-aligned risk management practices • Encrypted storage using FIPS-compliant methods • Full audit trails captured, retained, and synchronised • Data processed and stored exclusively within the UK • Resilience-specific Data Protection and Processing Impact Assessment available	9. Availability Scribe Resilience does not have a conventional uptime metric — it is designed to operate when primary systems are unavailable. Standard hosting availability applies to: • Synchronisation services • Administration portal • Configuration and monitoring services Hosted uptime target: 99.5%, excluding planned maintenance
10. Support Model Support follows the standard Doc-works model: 08:30–17:30 UK time, Monday–Friday standard support Incident response targets: • P1: Within 30 minutes • P2: Within 1 hour • P3: Within 4 hours • P4: Within 1 business day • P5: Within 5 business days	11. Onboarding & Implementation Implementation typically includes: • Workflow mapping to primary operational systems • Configuration of downtime-specific forms and templates • Synchronisation rules and data mapping setup • Local device or endpoint configuration

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

24x7 critical-incident cover available via Enhanced or Premium SLA tiers Onboarding, training, and configuration support included	• Staff training (train-the-trainer or direct delivery) • Safety and compliance assessment with sign-off Projects can be completed within 4–8 weeks, depending on organisational complexity
12. Service Constraints • Operates only when the primary system is unavailable • Not a standalone system — used solely for continuity during outages • External integrations (e.g., CAD, national services, partner systems) may be paused during downtime • Data is captured independently, encrypted, and synchronised once services resume • Extended outages increase complexity of synchronisation and data reconciliation • Requires an agreed synchronisation configuration prior to go-live • Customer is responsible for device management, connectivity, and user authentication • HSCN or other secure connectivity supported where appropriate • Service operation depends on outage conditions; extreme events may limit functionality	13. User Types • Frontline staff completing critical workflows • Supervisors and operational managers • Governance and compliance teams • IT, IM&T, and administrative staff • Reporting and business intelligence users • Training and education teams
14. Licensing & Pricing Pricing published on the G-Cloud Digital Marketplace represents maximum rates 14.1 Included • Access to Scribe Resilience • Implementation and onboarding services • Organisation-wide access • Hosting, support, and maintenance • Backups and disaster recovery • Configuration of standard workflows • Administration portal access 14.2 Chargeable • Optional synchronisation integrations with primary or partner systems	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.

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

• Custom workflow and form configuration • Additional environments (QA/UAT/Pre-prod) • Enhanced or Premium support tiers • Bespoke reporting or dashboards Pricing units Pricing is organisation-wide, not per device or user One-off onboarding and implementation fee	• 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)
--	---

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

	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 • Data deleted within 30 days of contract closure • NCSC-aligned sanitisation applied • Certificate of destruction available	17. Data Location All data stored, processed, replicated and backed up exclusively within the UK. No data leaves the UK at any time.
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.