

Document Name: Scribe Complex Patient Management Service Definition
Document Reference: SD001
Version: 002
Classification: Restricted

Scribe Complex Patient 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 Complex Patient Management is a secure, centralised digital platform for managing care plans, supporting information, and risk management for patients with complex needs. It enables organisations to maintain up-to-date, auditable records, supporting consistent, joined-up care across multiple services, settings, and care providers.

The service allows frontline, coordination, and governance teams to access and update care plans, track interventions, monitor outcomes, and share relevant information securely. Version control, audit trails, and role-based access ensure accountability, clinical safety, and compliance, while integrated reporting provides oversight, reduces duplication, and strengthens decision-making for complex patient management across the health and social care system.

2. Service Features

- Centralised repository for managing complex patient care plans and associated documentation
- Searchable by patient identifiers including name, date of birth, and NHS number
- Role-based, tiered access controls to ensure appropriate permissions for all users
- Full version control with archiving and retention of superseded documents
- Expiry tracking with alerts and notifications for time-limited or high-risk plans
- Clear document ownership and audit history to support governance and compliance
- Mobile and desktop access for frontline, coordination, and management teams
- Secure UK-hosted data storage with encryption in transit and at rest
- Integration options with Scribe ePCR, Forms, Referrals, and customer systems
- Supports consistent, joined-up care and reduces duplication across services

3. Service Benefits

- Reduces clinical and operational risk for patients with complex or unmet needs
- Supports consistent, joined-up care across organisations and care settings
- Improves access to the latest approved care plans for all teams
- Reduces duplication of effort and administrative overhead for care coordination
- Strengthens governance, auditability, and compliance of patient records
- Supports mobile working for frontline, coordination, and management teams
- Enhances decision-making through timely, accurate, and accessible patient information
- Facilitates secure sharing of care plans and supporting documentation between teams
- Helps organisations comply with GDPR, UK Data Protection Act, and IG standards
- Supports complex, multi-agency patient pathways and continuity of care across services

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• Audit-ready reporting and visibility for operational, clinical, and governance teams • Facilitates rapid access to approved care plans for decision-making • Supports both clinical and non-clinical workflow documentation • Enables organisations to manage patients with complex needs efficiently and safely	
4. Service Scope Included: • Mobile apps (Android/iOS) • Web portal for review, reporting and administration • Dashboards and reporting suite • Workflow configuration • Hosting, backups and monitoring • Standard integrations • RBAC configuration Optional (chargeable): • Custom integrations • Additional environments • Bespoke reports • Expanded modules	5. User Roles • Frontline clinicians • Urgent care practitioners • Supervisors and governance teams • Audit and data quality teams • Service managers • Integration/IT teams • BI/reporting staff • Administrators and trainers
6. Onboarding & Implementation 6.1 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 6.2 Optional (Chargeable) • Onsite or extended training • Additional form development • Optional module activation • Additional test or pre-production environments • Custom configuration • Data migration assistance 6.3 Customer Responsibilities • User list and permissions • Device procurement and connectivity • Network/firewall configuration • DCB0160 clinical safety responsibilities	7. Service Levels & Support 7.1 Standard Support (Included) • 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) 7.2 Escalation Process Formal escalation path from support analyst to senior engineering and service management.

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• Provision of integration access and credentials • Participation in testing and UAT 6.4 Typical Timeline Typical deployment: 4–12 weeks.	
8. Maintenance & Upgrades • Regular platform updates at no additional cost • Advance release notes • Planned maintenance outside peak hours • Backwards-compatible updates unless otherwise agreed	9. Security & Compliance 9.1 Certifications & Standards • ISO 27001 and Cyber Essentials Plus • DSPT compliant • Alignment with DCB0129 (manufacturer) • Support for DCB0160 (deployment) 9.2 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 9.3 Testing & Assurance • Annual CREST/CHECK penetration testing • Vulnerability management lifecycle • Secure development lifecycle practices 9.4 Data Protection • GDPR compliant • Data processed exclusively within the UK
10. Integrations Optional • Patient care and coordination system integrations • Local HR, social care, or case management systems Included • Secure email • BI and reporting tool connections	11. 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
12. Pricing Summary Pricing submitted on the G-Cloud Digital Marketplace represents maximum rates. 12.1 Included • Access to Scribe Complex Patient Management • Standard hosting and support • Backups and DR • Maintenance and upgrades • Admin portal access • Implementation and onboarding services	13. Roles & Responsibilities 13.1 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.

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12.2 Chargeable • Optional modules • Optional integrations • Bespoke configuration Pricing units: • Pricing is organisation wide not per device or user. • Covers stakeholders such as hospital users. One-off onboarding/implementation fee	• 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. 13.2 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. 13.3 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. 13.4 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.
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	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. • End point destination management
14. Data Extraction & Exit 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	15. Data Location All data is stored, processed and backed up exclusively within the UK.
16. Accessibility Scribe Complex Patient Management incorporates accessibility best practices and aims to meet WCAG 2.2 AA where appropriate for clinical mobile workflows.	17. Roadmap A service roadmap is provided to customers. Roadmap items are indicative and not contractual unless explicitly agreed.

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