

**Document Name:** Scribe Referral Management Service Definition  
**Document Reference:** SD001  
**Version:** 002  
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## Scribe Referral 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 Referral Management is a secure, configurable digital referral management solution designed for NHS Trusts, ambulance services, local authorities and healthcare providers. It streamlines the creation, routing, auditing and monitoring of referrals, including safeguarding, fire risk, dementia concern, PREVENT and other clinical or operational referral workflows.

The service enables frontline and office-based users to complete a single referral and automatically route it to one or more appropriate destinations, while providing governance teams with full visibility, auditability and performance reporting.

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| <b>2. Service Features</b> <ul style="list-style-type: none"> <li>• <b>Structured referral forms simplify creation and submission of multiple referrals.</b></li> <li>• <b>Mobile Android and iOS app enables referral capture on the move.</b></li> <li>• <b>Browser-based access allows office, call-centre, and non-app users.</b></li> <li>• <b>Role-based access control secures and manages permissions across referral workflows.</b></li> <li>• <b>Configurable forms match organisational requirements and multiple referral types.</b></li> <li>• <b>Directory of Service routing assigns referrals to correct destination automatically.</b></li> <li>• <b>Automatic feedback supports quality improvement and referral outcome visibility.</b></li> <li>• <b>Direct data transfer integrates referral data with destination systems securely.</b></li> <li>• <b>Audit and reporting dashboards highlight referrals requiring follow-up or attention.</b></li> <li>• <b>Extractable referral data supports reporting, analysis, and business intelligence.</b></li> </ul> | <b>3. Service Benefits</b> <ul style="list-style-type: none"> <li>• <b>Faster, accurate referral creation improves timeliness and quality of care.</b></li> <li>• <b>Mobile and browser access allows staff to submit referrals anywhere securely.</b></li> <li>• <b>Configurable workflows adapt quickly to local and national referral requirements.</b></li> <li>• <b>Role-based permissions protect sensitive data and ensure secure referral management.</b></li> <li>• <b>Automatic routing reduces delays and ensures referrals reach correct destinations.</b></li> <li>• <b>Feedback and outcome tracking improves service quality and organisational learning.</b></li> <li>• <b>Integration with partner systems enables smooth transfer and reporting of referrals.</b></li> <li>• <b>Audit dashboards support governance, compliance, and accountability across referrals.</b></li> <li>• <b>Extractable data allows operational analysis and reporting across multiple services.</b></li> </ul> |
| <b>4. Service Scope</b><br>Included: <ul style="list-style-type: none"> <li>• Mobile apps (Android/iOS)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>5. User Roles</b> <ul style="list-style-type: none"> <li>• Frontline clinicians</li> <li>• Urgent care practitioners</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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| <ul style="list-style-type: none"> <li>• Web portal for review, reporting and administration</li> <li>• Dashboards and reporting suite</li> <li>• Workflow configuration</li> <li>• Hosting, backups and monitoring</li> <li>• Standard integrations</li> <li>• RBAC configuration</li> </ul> <p>Optional (chargeable):</p> <ul style="list-style-type: none"> <li>• Custom integrations</li> <li>• Additional environments</li> <li>• Bespoke reports</li> <li>• Expanded modules</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>• Supervisors and governance teams</li> <li>• Audit and data quality teams</li> <li>• Service managers</li> <li>• Integration/IT teams</li> <li>• BI/reporting staff</li> <li>• Administrators and trainers</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>6. Onboarding &amp; Implementation</b></p> <p>6.1 Included</p> <ul style="list-style-type: none"> <li>• Requirements discovery</li> <li>• Workflow and configuration setup</li> <li>• Role and permission configuration</li> <li>• Standard environment provisioning</li> <li>• Training materials</li> <li>• Test environment access</li> <li>• Setup of standard inbound/outbound workflows</li> <li>• Go-live readiness review</li> </ul> <p>6.2 Optional (Chargeable)</p> <ul style="list-style-type: none"> <li>• Onsite or extended training</li> <li>• Additional form development</li> <li>• Optional module activation</li> <li>• Additional test or pre-production environments</li> <li>• Custom configuration</li> <li>• Data migration assistance</li> </ul> <p>6.3 Customer Responsibilities</p> <ul style="list-style-type: none"> <li>• User list and permissions</li> <li>• Device procurement and connectivity</li> <li>• Network/firewall configuration</li> <li>• DCB0160 clinical safety responsibilities</li> <li>• Provision of integration access and credentials</li> <li>• Participation in testing and UAT</li> </ul> <p>6.4 Typical Timeline</p> <p>Typical deployment: 4–12 weeks.</p> | <p><b>7. Service Levels &amp; Support</b></p> <p>7.1 Standard Support (Included)</p> <ul style="list-style-type: none"> <li>• Hours: 08:30–17:30 UK time, Monday–Friday</li> <li>• Channels: support portal, email, telephone</li> <li>• Incident response targets: <ul style="list-style-type: none"> <li>○ P1: Within 30min</li> <li>○ P2: Within 1 hour</li> <li>○ P3: Within 4 hours</li> <li>○ P4 Within 1 business day</li> <li>○ P5 Within 5 business days</li> </ul> </li> <li>• Availability target: 99.5% (excluding planned maintenance)</li> </ul> <p>7.2 Escalation Process</p> <p>Formal escalation path from support analyst to senior engineering and service management.</p> |
| <p><b>8. Maintenance &amp; Upgrades</b></p> <ul style="list-style-type: none"> <li>• Regular platform updates at no additional cost</li> <li>• Advance release notes</li> <li>• Planned maintenance outside peak hours</li> <li>• Backwards-compatible updates unless otherwise agreed</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>9. Security &amp; Compliance</b></p> <p>9.1 Certifications &amp; Standards</p> <ul style="list-style-type: none"> <li>• ISO 27001 and Cyber Essentials Plus</li> <li>• DSPT compliant</li> <li>• Alignment with DCB0129 (manufacturer)</li> <li>• Support for DCB0160 (deployment)</li> </ul> <p>9.2 Technical Security Controls</p>                                                                                                                                                                                                                                                                                                                                                    |

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• TLS 1.2+ encryption in transit</li> <li>• AES-256 encryption at rest</li> <li>• RBAC with configurable permissions</li> <li>• Audit logging</li> <li>• Optional MFA</li> <li>• Supports HSCN access when required FHIR</li> </ul> <p>9.3 Testing &amp; Assurance</p> <ul style="list-style-type: none"> <li>• Annual CREST/CHECK penetration testing</li> <li>• Vulnerability management lifecycle</li> <li>• Secure development lifecycle practices</li> </ul> <p>9.4 Data Protection</p> <ul style="list-style-type: none"> <li>• GDPR compliant</li> <li>• Data processed exclusively within the UK</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>10. Integrations</b></p> <p>Optional</p> <ul style="list-style-type: none"> <li>• Directory of Services</li> <li>• Referral pathways, Case Management Systems</li> </ul> <p>Included</p> <ul style="list-style-type: none"> <li>• Secure email</li> <li>• BI tools</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p><b>11. Reporting &amp; Analytics</b></p> <ul style="list-style-type: none"> <li>• Real-time clinical and operational dashboards</li> <li>• CSV, XML and JSON export options</li> <li>• Scheduled reporting</li> <li>• BI tool compatibility (Power BI, Qlik, Tableau)</li> </ul> <p>Optional bespoke report development</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b>12. Pricing Summary</b></p> <p>Pricing submitted on the G-Cloud Digital Marketplace represents maximum rates.</p> <p>12.1 Included</p> <ul style="list-style-type: none"> <li>• Access to Scribe ePCR</li> <li>• Standard hosting and support</li> <li>• Backups and DR</li> <li>• Maintenance and upgrades</li> <li>• Admin portal access</li> <li>• Implementation and onboarding services</li> </ul> <p>12.2 Chargeable</p> <ul style="list-style-type: none"> <li>• Optional modules</li> <li>• Optional integrations</li> <li>• Bespoke configuration</li> </ul> <p>Pricing units:</p> <ul style="list-style-type: none"> <li>• Pricing is organisation wide not per device or user.</li> <li>• Covers stakeholders such as hospital users.</li> </ul> <p>One-off onboarding/implementation fee</p> | <p><b>13. Roles &amp; Responsibilities</b></p> <p><b>13.1 Supplier Responsibilities (Doc-works Ltd)</b></p> <p>Doc-works will:</p> <ul style="list-style-type: none"> <li>• Deliver the service in accordance with the Call-Off Contract and this Service Definition.</li> <li>• Provide hosting, security, updates, maintenance and monitoring.</li> <li>• Supply a named Project Manager and technical leads during implementation.</li> <li>• Configure the system, workflows and integrations in line with agreed requirements.</li> <li>• Provide onboarding, training and documentation.</li> <li>• Operate the support desk and meet agreed SLAs.</li> <li>• Maintain ISO 27001, DSPT and applicable NHS clinical safety standards (DCB0129).</li> <li>• Provide service performance reports, audit logs and escalation routes.</li> <li>• Manage approved subcontractors in compliance with G-Cloud requirements.</li> </ul> <p><b>13.2 Customer Responsibilities (The Buyer)</b></p> <p>The Customer will:</p> <ul style="list-style-type: none"> <li>• Assign a Project Lead and subject matter experts for implementation.</li> <li>• Approve workflows, forms, integrations and user-access structures.</li> </ul> |

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|                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>• Provide and manage devices, networks, identity systems and connectivity (e.g., VPN/APN/HSCN where applicable).</li> <li>• Support User Acceptance Testing, go-live activities and local deployment.</li> <li>• Operate as Data Controller under UK GDPR and define data-retention requirements.</li> <li>• Maintain user administration and RBAC decisions.</li> <li>• Report incidents promptly and follow agreed escalation processes.</li> <li>• Maintain business continuity procedures associated with the service.</li> </ul> <p><b>13.3 Joint Responsibilities</b><br/> Both parties will:</p> <ul style="list-style-type: none"> <li>• Collaborate on risk assessment, clinical safety (DCB0129/0160), and security reviews.</li> <li>• Participate in scheduled service reviews and governance meetings.</li> <li>• Manage change requests through the agreed change-control process.</li> <li>• Cooperate during continuity events, downtime procedures and data synchronisation.</li> <li>• Ensure effective communication and timely decision-making throughout the contract.</li> </ul> <p><b>13.4 Transition-In (Implementation)</b><br/> Doc-works will provide an agreed Implementation Plan covering discovery, configuration, integrations, testing, training and go-live.<br/> The Customer will ensure all technical prerequisites, access and resources are available to meet agreed timescales.</p> <p><b>15.5 Transition-Out (Exit)</b><br/> Doc-works will provide full data extraction in standard open formats (e.g., CSV/XML) at no additional cost.<br/> The Customer will confirm data-retention instructions and complete any required local decommissioning activities.</p> <ul style="list-style-type: none"> <li>• End point destination management</li> </ul> |
| <p><b>14. Data Extraction &amp; Exit</b><br/> Included</p> <ul style="list-style-type: none"> <li>• Standard full data extract</li> <li>• CSV, XML, JSON or FHIR (where supported)</li> </ul> | <p><b>15. Data Location</b><br/> All data is stored, processed and backed up exclusively within the UK.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| <ul style="list-style-type: none"><li>• Audit log export</li><li>• Exit guidance and handover support</li></ul> Optional <ul style="list-style-type: none"><li>• Custom migration formats</li><li>• Extended read-only access after contract end</li></ul> Secure Deletion <ul style="list-style-type: none"><li>• Data deleted within 30 days of contract closure</li><li>• NCSC-aligned sanitisation applied</li><li>• Certificate of destruction available</li></ul> |                                                                                                                                              |
| <b>16. Accessibility</b><br>Scribe ePCR incorporates accessibility best practices and aims to meet WCAG 2.2 AA where appropriate for clinical mobile workflows.                                                                                                                                                                                                                                                                                                         | <b>17. Roadmap</b><br>A service roadmap is provided to customers. Roadmap items are indicative and not contractual unless explicitly agreed. |