

EPS Service Description

16th January 2026
Version 1

Document information

Document title	G Cloud
Owner	Helen McClorry
Created on	16 th January 2026
Version	1.0

G Cloud Service Description

Table of Contents

Document information	2
About Better	4
Better Meds EPS - Electronic Prescription Service	5
1. G-Cloud 15 Service Description	5
Service Summary	5
Service Description.....	5
Key Features and Capabilities	6
Service Benefits	7
Technical Specifications.....	9
Service Management and Support.....	10
Regulatory Compliance and Clinical Safety.....	11
About Better	12

About Better

Better is a leading healthcare IT solutions and professional services provider. We work with various esteemed clients pursuing a common goal – setting up a future proof healthcare system. A future proof system that moves away from siloed solutions towards open digital health platforms. A system where clinical teams aren't tied to a particular vendor and can work with any solution provider. A solution provider that advocates storing data in an open, vendor neutral format that will incite vendors to innovate, and in turn enable better outcomes for all.

Better's mission is to improve lives by helping health and care teams simplify their work and accelerate digital adoption based on the 'data for life' approach.

Our vision is to help make health and healthcare:

- **Citizen Centric** - In order to engage and empower citizens, solutions should be built around them, not around organisations.
- **Synchronised** - To maximise safety and outcomes, healthcare should be provided to patients in a synchronised and coordinated manner.
- **Data Driven** - Providers, patients, researchers, and policymakers should have access to data, knowledge, and the tools that help provide better care by making informed decisions.
- **Universally Accessible** - We believe all knowledge, best practices, and other content should be freely available to all.

Our core solution, Better Platform, is perfectly aligned with this vision and based on open standards like openEHR. Additionally, our Better Meds product (a closed loop medication management system) is built on top of our Better Platform and follows the same vision. Our innovative solutions have been deployed at over 150 sites on 5 continents and 18 markets, including the UK, Spain, Netherlands, Germany, New Zealand, Norway, Finland, Italy, Slovenia and others.



Better Meds EPS - Electronic Prescription Service

1. G-Cloud 15 Service Description

Service Summary

Better Meds EPS (Electronic Prescription Service) is a fully approved NHS electronic prescribing solution for secondary care and outpatient settings that enables seamless, paperless transmission of prescriptions from hospitals directly to community pharmacies. The service holds NHS Full Rollout Approval, demonstrating compliance with the highest technical and clinical standards set by NHS England. Better Meds EPS integrates within Better's ePMA solution or operates as a standalone module compatible with any electronic patient record system, supporting NHS trusts in digitising discharge and outpatient prescribing processes whilst reducing medication errors, accelerating patient discharge, and improving patient experience. Currently deployed across multiple NHS trusts, the service supports the NHS digital medicines priority of moving towards 100% electronic prescribing and the NHS Long Term Plan ambition for paperless healthcare.

Service Description

Better Meds EPS transforms the prescribing and dispensing process for hospital discharge medications and outpatient prescriptions, eliminating paper FP10 prescriptions and the delays, errors, and costs associated with manual processes. Prescribers create electronic prescriptions within the hospital's clinical systems, with Better Meds EPS transmitting these securely to the NHS Electronic Prescription Service infrastructure. Patients nominate their preferred community pharmacy or select a convenient pharmacy location, and prescriptions are available for collection immediately. Unlike paper prescriptions, electronic prescriptions cannot be lost, are always legible, and provide complete traceability throughout the prescribing and dispensing journey.

The service integrates seamlessly with the Better Meds ePMA solution, enabling prescribers to directly convert inpatient medications to discharge prescriptions with a few clicks, dramatically reducing discharge prescription preparation time. For organisations without Better Meds ePMA, the standalone EPS portal provides intuitive prescribing interfaces that integrate with existing electronic patient records via single sign-on, ensuring continuity of the clinical workflow. All prescriptions created through Better Meds EPS are checked against the NHS dm+d (dictionary of medicines and devices), ensuring accuracy and compatibility with community pharmacy dispensing systems.

Better Meds EPS supports all prescription types managed through the NHS Electronic Prescription Service including discharge prescriptions (to take away/to take home medications), outpatient prescriptions for patients under ongoing hospital care, and specialist prescriptions for medicines requiring hospital pharmacy input. The service handles complex prescribing scenarios including controlled drugs, unlicensed medicines, extemporaneous preparations,

and prescriptions requiring special endorsements such as ACBS (Advisory Committee on Borderline Substances) for nutritional products.

Integration with the NHS Personal Demographics Service ensures patient demographics are verified before prescriptions are transmitted, reducing dispensing errors and preventing prescriptions being associated with incorrect patient records. Real-time prescription status tracking enables hospital pharmacy teams to monitor whether prescriptions have been dispensed, supporting follow-up for critical medications and identification of non-adherence issues. Patients benefit from convenience of collecting prescriptions from their chosen pharmacy, often closer to home than hospital sites, with medications ready when they arrive rather than requiring pharmacy visits immediately after discharge.

Key Features and Capabilities

Electronic Prescription Creation - Intuitive prescribing interface accessible from within electronic patient records or standalone portal - Integration with NHS dictionary of medicines and devices (dm+d) providing access to complete UK drug database - Support for all medication types including regular, short-course, and PRN medications - Dose, frequency, and quantity calculators ensuring accurate prescribing - Display of available pack sizes supporting appropriate quantity selection - Prescribing instructions using structured and free-text combination for clarity - Support for acute and repeat prescriptions with appropriate duration settings - Special endorsements including ACBS, SLS (Selected List Scheme), and contraception endorsements

Clinical Decision Support - Real-time checking of prescriptions against patient allergy and intolerance records - Drug interaction warnings for medications being prescribed concurrently - Duplicate therapy detection preventing inadvertent co-prescribing - Age-appropriate dose checking for paediatric and elderly patients - Formulary compliance checking against local hospital formulary - Cost comparison information supporting cost-effective prescribing choices - British National Formulary integration providing prescribing guidance at point of need

Patient Demographics Verification - Automatic integration with NHS Personal Demographics Service (PDS) - NHS number verification preventing misidentification errors - Display of discrepancies between local patient administration system data and PDS records - Address verification supporting patient identification at community pharmacy - Demographic update workflow ensuring corrections are captured systematically

Pharmacy Selection and Nomination - Patient's nominated pharmacy automatically retrieved from NHS Spine records - Pharmacy search by postcode enabling patients to select convenient locations - Display of pharmacy opening hours, facilities, and services - Ability to send prescriptions to different pharmacies for different medications if required - Option to send to any community pharmacy without requiring patient nomination - Warning when selected pharmacy differs from patient's nominated pharmacy - Integration with electronic prescription tracker allowing patients to check prescription status

Prescription Transmission and Tracking - Secure transmission to NHS Spine infrastructure via compliant message formats - NHS smartcard authentication ensuring prescriber accountability and non-repudiation - Digital signature applied to all prescriptions preventing tampering - Real-time transmission confirmation providing immediate feedback on successful submission - Prescription status tracking showing when pharmacy has downloaded and dispensed prescriptions - Notification of prescription cancellations if required before dispensing - Complete audit trail of all prescription transmission activities

Cancellation and Amendment - Ability to cancel prescriptions before they are downloaded by pharmacy - Mandatory reason codes for cancellations supporting governance and learning - Alert notifications to prescribers if cancelled items are critical medications - Audit of cancellation reasons supporting prescribing quality improvement - Workflow for creating replacement prescriptions when required

Reporting and Governance - Prescription activity reports showing volumes by ward, specialty, and prescriber - Cancelled prescriptions analysis identifying common reasons and opportunities for improvement - Prescribing patterns analysis including generic vs branded prescribing rates - Endorsement usage tracking for ACBS, SLS, and other special categories - High-cost drug monitoring for medicines requiring enhanced scrutiny - Prescriber performance dashboards supporting appraisal and revalidation - Integration with hospital pharmacy systems for medicines reconciliation and governance

Training and Education - Prescribing simulation environment enabling training without patient safety risk - Integration with medical education curricula for undergraduate and postgraduate training - Assessment tools tracking prescribing competency development - Scenario-based learning modules for complex prescribing situations - Support for e-portfolio evidence collection for professional development

System Integration - Seamless embedding within Better Meds ePMA for integrated prescribing workflow - Standalone portal with single sign-on for organisations using third-party ePMA systems - HL7 messaging integration with patient administration systems for demographic data - Web services APIs enabling integration with locally developed electronic patient records - FHIR resource support for medication requests enabling modern integration patterns

Service Benefits

Patient Safety and Experience Better Meds EPS eliminates medication errors associated with illegible handwriting, transcription mistakes, and lost prescriptions. Electronic prescriptions are always legible, contain complete prescribing information, and are checked against patient allergies before transmission. Patients experience significantly improved convenience, collecting prescriptions from their preferred pharmacy rather than hospital sites, with medications ready immediately rather than requiring waiting whilst hospital pharmacy prepares discharge medications.

Discharge delays are reduced as prescriptions are transmitted electronically whilst other discharge processes occur, eliminating the sequential workflow where patients wait for pharmacy to prepare take-home medications. This improves patient flow, reduces discharge lounge occupancy, and enables patients to return home or transfer to community services faster. Patient choice increases through ability to nominate any community pharmacy, supporting patients to access pharmaceutical services convenient to their homes, workplaces, or care settings.

For patients with complex medication regimens, Better Meds EPS ensures community pharmacies receive complete, accurate information about medication changes made during hospital admission. This reduces the risk of patients continuing medications that were stopped or having duplicates of medications with changed doses. Pharmaceutical care improves as community pharmacists have visibility of complete prescriptions before patients arrive, enabling them to prepare appropriate information and counselling.

Clinical Efficiency Medical staff save substantial time previously spent handwriting or transcribing discharge prescriptions, with studies showing 60+ hours per week saved in typical acute trusts. Junior doctors report discharge prescription preparation as one of the most time-consuming tasks, particularly when multiple medications require transcription from drug charts or ePMA systems. Better Meds EPS automates this process, converting inpatient medications to discharge prescriptions with clinical review to confirm appropriateness and duration.

Pharmacy staff workload reduces through elimination of FP10 stock management, dispensing of discharge medications for patients who could collect from community pharmacies, and queries arising from illegible or incomplete prescriptions. Hospital pharmacy teams can focus on clinical activities including medicines optimisation, antimicrobial stewardship, and high-risk medication monitoring rather than administrative tasks. Pharmacy stock levels can be reduced as patients collect some medications from community rather than hospital pharmacy.

Ward nursing staff benefit from faster discharge processes as prescriptions no longer require collection from pharmacy or distribution to patients. This reduces interruptions to nursing care and supports more predictable discharge timings. Discharge coordination improves as prescription preparation no longer creates bottlenecks in the discharge pathway.

Operational and Financial Benefits Financial savings accrue through multiple mechanisms including elimination of FP10 prescription pad costs, reduced postage and recorded delivery charges, reduced pharmacy stock holdings, and staff time savings across medical, pharmacy, and nursing teams. NHS data suggests secondary care EPS can save trusts £50,000-£150,000 annually depending on size and prescription volumes, with payback periods under 12 months for typical implementations.

Discharge efficiency improvements create capacity benefits, reducing length of stay and enabling more patients to be treated within available bed base. Even modest reductions in discharge delays (15-30 minutes average) compound across hundreds of discharges daily to create meaningful capacity gains. This supports elective recovery programmes, reduces emergency department waiting times, and improves patient experience through timely discharge.

FP10 security improves as prescription pads are eliminated, removing risks of theft, loss, or inappropriate use. Audit trails are comprehensive and tamper-proof, providing evidence for governance reviews and prescription queries. This reduces information governance risks and provides assurance to commissioners and regulators regarding prescribing governance.

Remote prescribing capabilities support new care models including virtual wards, hospital at home services, and outpatient clinics delivered via telemedicine. Consultants can review patients remotely and issue prescriptions to community pharmacies, eliminating need for patients to travel to hospital sites or for hospital pharmacy to dispense and post medications. This supports sustainability goals through reduced travel and enables flexible consultant working patterns.

Strategic Alignment with NHS Priorities Better Meds EPS directly supports NHS digital medicines priorities including 100% ePMA and EPS deployment, paperless prescribing across all care settings, and interoperability enabling seamless care transitions. The service contributes to NHS Long Term Plan ambitions for digital-first healthcare, reduced carbon footprint through elimination of paper and reduced travel, and patient empowerment through choice and convenience.

Integration with Electronic Prescription Service enables medicines optimisation across primary and secondary care boundaries. Community pharmacists can access hospital discharge prescriptions immediately, supporting pharmaceutical care planning and identification of potential adherence issues. This supports integrated care system objectives for coordinated care delivery across organisational boundaries.

Data generated through Better Meds EPS supports medicines management initiatives including antimicrobial stewardship, high-cost drug monitoring, and therapeutic substitution programmes. Prescribing patterns can be analysed at individual, team, specialty, and organisational levels, identifying opportunities for improved formulary compliance, biosimilar adoption, and cost-effective prescribing choices. This contributes to medicines optimisation strategies and supports delivery of Carter efficiency recommendations.

Technical Specifications

Standards and Compliance - NHS Full Rollout Approval for secondary care Electronic Prescription Service integration - Compliant with NHS Electronic Prescription Service Release 2 (EPS R2) specifications - Integration with NHS Spine services via Health and Social Care Network (HSCN) - HL7 FHIR MedicationRequest resource support for modern integration patterns -

SNOMED CT coding for medications, routes, and dosage instructions - NHS dm+d (dictionary of medicines and devices) integration ensuring prescription accuracy - DCB0129/DCB0160 clinical safety standards compliance - ISO 27001 information security management certification

System Architecture - Cloud-hosted solution with UK data centre residency ensuring NHS data compliance - Microservices architecture providing resilience and scalability - RESTful APIs enabling integration with electronic patient record systems - Web-based user interface accessible via modern browsers without client installation - Mobile-responsive design supporting prescribing from tablets and smartphones - Single sign-on integration via SAML, OAuth, or NHS smartcard authentication - Role-based access control with granular permissions management

NHS Spine Integration - Personal Demographics Service (PDS) integration for patient demographic verification - Electronic Prescription Service messaging for prescription transmission and status tracking - Organisation Data Service (ODS) integration for pharmacy and organisation details - Smartcard authentication using NHS Care Identity Service credentials - Spine Directory Service integration for pharmacy lookup and verification - Message Exchange for Social Care and Health (MESH) connectivity for cancellation notifications

Integration Capabilities - HL7 v2 ADT messaging for patient demographic synchronisation - HL7 v2 ORM messaging for prescription orders where required - FHIR R4 MedicationRequest, Patient, and Practitioner resources - RESTful APIs for medication list retrieval from ePMA or electronic patient records - Web services integration for legacy systems lacking modern APIs - Single sign-on via NHS smartcard, Active Directory, LDAP, or SAML 2.0 - Webhook notifications for prescription status changes

Security and Audit - NHS smartcard two-factor authentication ensuring prescriber identity verification - Digital signatures applied to all prescriptions ensuring integrity and non-repudiation - Comprehensive audit logging of all prescribing, transmission, and cancellation activities - Encryption of data at rest using AES-256 - Encryption of data in transit using TLS 1.3 - Penetration testing by independent security consultants - Vulnerability scanning and regular security patching - Compliance with NHS Data Security and Protection Toolkit requirements

Performance and Availability - 99.9% service availability excluding planned maintenance - Sub-2 second response times for prescription creation workflow - Real-time transmission to NHS Spine with confirmation within 5 seconds - Support for 200+ concurrent prescribers per trust - Automatic scaling to accommodate peak demand periods - 24/7 monitoring and alerting for service issues - Disaster recovery capability with 4-hour recovery time objective

Service Management and Support

Implementation Services Better provides comprehensive implementation support including project management, technical integration, content

configuration, and training delivery. A typical implementation timeline spans 10-14 weeks from contract signature to go-live, with activities including:

- Requirements gathering workshops understanding trust prescribing workflows and integration needs
- Technical integration including smartcard authentication, patient administration system interfaces, and ePMA integration where applicable
- Configuration of formularies, endorsements, and trust-specific prescription formats
- Information governance and clinical safety assessments complying with NHS requirements
- User acceptance testing with prescribers and pharmacy teams
- Training delivery via e-learning, webinars, and face-to-face sessions
- Go-live support including on-site technical and clinical resources
- Hypercare period providing intensive support for initial weeks post-deployment

Training and Education - E-learning modules covering EPS fundamentals, system navigation, and prescribing workflows - Live webinar sessions enabling interactive questions and scenario discussion - Ward-based training supporting at-the-elbow learning for prescribers - Train-the-trainer sessions developing internal training capacity - Quick reference guides and visual aids for common prescribing scenarios - Refresher training and updates following system enhancements - Medical education integration supporting undergraduate and postgraduate curricula

Support Services - 24/7 telephone and email support for priority issues affecting patient care - 8am-6pm UK business hours support for standard queries (Monday-Friday) - Online support portal with knowledge base, user guides, and troubleshooting articles - Dedicated customer success manager for relationship management - Regular service health checks identifying optimisation opportunities - Quarterly business reviews discussing usage, challenges, and improvements - Access to user community and annual Better Meds conference - Proactive notifications of Spine maintenance and service changes

Continuous Improvement Regular service updates incorporate NHS Spine changes, regulatory updates, and customer feedback. Better operates an agile development approach with quarterly feature releases and monthly maintenance updates. Customers participate in user groups contributing to product roadmap prioritisation. Beta testing programmes enable early access to new features with opportunity to influence final design before general release.

Regulatory Compliance and Clinical Safety

Better Meds EPS is developed and maintained in accordance with NHS Digital DCB0160 clinical risk management and DCB0129 clinical safety officer standards. A qualified Clinical Safety Officer oversees the clinical safety management system, maintaining hazard logs, safety case reports, and monitoring incidents reported by customer organisations.

NHS Full Rollout Approval demonstrates compliance with rigorous technical and clinical standards set by NHS England for Electronic Prescription Service integration. This approval process includes verification of message formats, security controls, error handling, and clinical workflows, providing assurance to customer organisations regarding service quality and patient safety.

Information governance processes comply with UK GDPR, Data Protection Act 2018, and NHS confidentiality requirements. Data flows are documented in Data Protection Impact Assessments provided to customers. NHS Data Security and Protection Toolkit compliance is maintained with annual submissions and regular audit reviews. The service includes capabilities supporting customer organisations' information governance obligations including audit trails, access controls, and data subject access request facilitation.

About Better

Better is a leading healthcare IT solutions provider specialising in open standards-based digital health platforms and clinical applications. Better's solutions are deployed across 150+ healthcare sites in 18 countries including major NHS trusts, integrated care systems, and national health programmes. Better's mission is to improve lives by helping health and care teams simplify their work whilst maintaining organisational sovereignty over clinical data.

Better is committed to interoperability and open standards, actively participating in NHS Digital initiatives, openEHR Foundation activities, and HL7 FHIR development. The company maintains partnerships with major healthcare IT vendors ensuring compatibility and integration with common electronic patient record systems, patient administration systems, and pharmacy platforms used across the NHS.

Better holds ISO 27001 information security certification, meets NHS Data Security and Protection Toolkit requirements, and maintains comprehensive quality management systems compliant with healthcare-specific regulatory requirements. Clinical safety is central to Better's culture with Clinical Safety Officers overseeing product development, deployment, and post-market surveillance activities.

Contact Information:

ukitenders@better.care

Better data, better care.



Better d.o.o.
Štukljeva cesta 48
1000 Ljubljana
Slovenia

Better Ltd
Capital Quarter No.4
Tyndall Street, Cardiff
Wales, CF10 4BS

Better Deutschland GmbH
Ballindamm 39
20095 Hamburg
Germany

www.better.care

info@better.care

[@BetterCareIT](https://twitter.com/BetterCareIT)

The information contained in these documents is confidential, privileged and only for the information of the intended recipient and may not be used, published or redistributed without the prior written consent of Better d.o.o.