



Digital Health Platform Service Description

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G Cloud Service Description

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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.

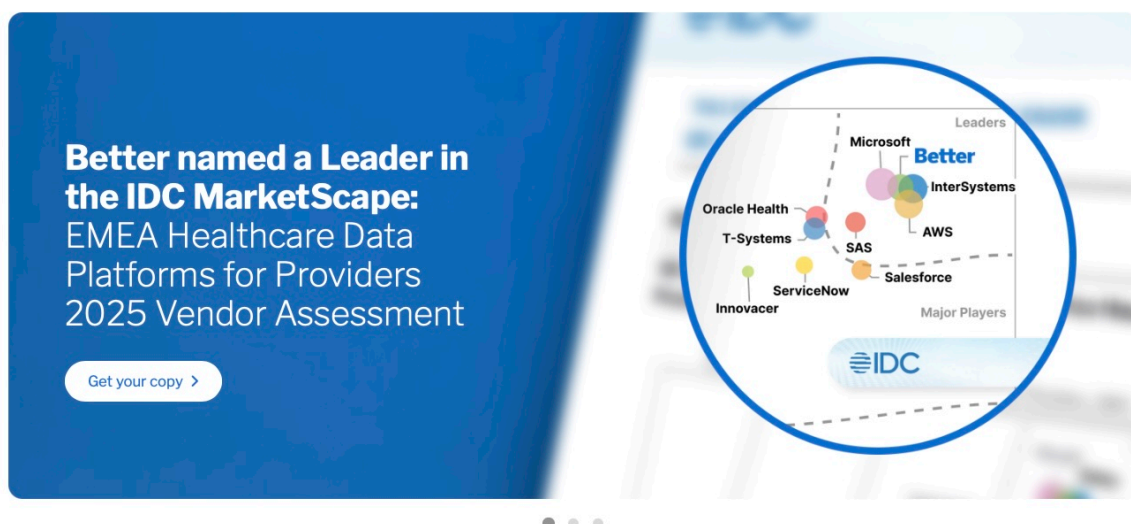
Our core solution, Better Platform, is perfectly aligned with this vision and based on open standards like openEHR. Additionally, our Better Meds product (a closed loop medication management system) is built on top of our Better Platform and follows the same vision. Our innovative solutions have been 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.



Digital Health Platform as a Service G-Cloud 15 Service Description Service

Summary

Better Platform is a comprehensive digital health platform as a service (PaaS) built on internationally recognised open standards including openEHR and FHIR. The platform enables NHS trusts, integrated care systems, and health and care organisations to create vendor-neutral electronic health records, develop interoperable digital health applications, and consolidate patient data across entire health and care ecosystems. Better Platform provides the foundational infrastructure for data-driven digital transformation, combining a clinical data repository, low-code development tools, and comprehensive APIs to accelerate innovation whilst maintaining organisational sovereignty over health data. The service is currently deployed across major NHS organisations including The Christie NHS Foundation Trust, and supports national health programmes across multiple countries.



Service Description

Better Platform represents a fundamentally different approach to healthcare IT infrastructure, moving organisations from siloed application-centric models to datacentric architectures where clinical data is stored once in open, vendor-neutral formats and accessed by multiple applications. This architectural approach eliminates data duplication, enables real-time data sharing, and prevents vendor lock-in by storing information using internationally standardised openEHR archetypes rather than proprietary schemas.

The platform consists of several integrated components working together to provide comprehensive digital health infrastructure. The core clinical data repository provides high-performance storage and retrieval of clinical information using openEHR data models, ensuring semantic interoperability and clinical validity. Low-code development tools enable rapid creation of digital health applications without extensive programming expertise, empowering clinical teams to participate in digital transformation. Pre-built application templates accelerate deployment of common healthcare workflows including electronic patient records, shared care records, patient-reported outcomes, and specialised clinical pathways.

Better Platform supports both patient-centric and population health use cases. Individual patient records consolidate data from multiple sources including primary care, acute hospitals, mental health services, community providers, and social care, presenting a unified longitudinal view of the patient journey. Population health analytics enable identification of cohorts, monitoring of quality indicators, and support for proactive care management across registered populations or geographic areas. The service is delivered as a fully managed cloud platform hosted in UK data centres, eliminating infrastructure management overhead whilst providing enterprise-grade security, availability, and performance. Organisations retain complete ownership and control of their data whilst benefiting from platform innovation, security updates, and capacity scaling managed by Better. On-premise deployment options are available for organisations with specific data sovereignty requirements.

Key Features and Capabilities

Clinical Data Repository - openEHR-compliant data storage ensuring semantic interoperability and future-proof data representation - Support for all clinical content types including observations, diagnoses, medications, procedures, care plans, and assessments - Versioned clinical data models enabling temporal queries and complete audit trails of clinical record evolution - Multi-tenancy architecture supporting secure data segregation across organisations whilst enabling controlled sharing - FHIR R4 resource repository providing standards-based access to clinical data for third-party applications - High-performance querying using Archetype Query Language (AQL) enabling complex clinical analytics - Structured data capture ensuring data quality and consistency across all information entered - Support for unstructured content including documents, images, and scanned records with metadata indexing

Low-Code Development Environment - Better Studio web-based IDE enabling visual development of clinical applications without programming - Form builder with drag-and-drop interface for creating data capture screens aligned to clinical workflows - Template designer for defining reusable clinical content structures based on openEHR archetypes - Workflow engine for automating clinical processes including task assignment, notifications, and escalations - Decision support rules engine enabling implementation of guidelines, protocols, and care

pathways - Preview and testing environment allowing iterative development and user acceptance testing - Version control and change management for templates, forms, and workflows - Clinical validation tools ensuring created content meets data quality and interoperability standards

Application Development Framework - RESTful APIs providing programmatic access to all platform capabilities - Comprehensive developer documentation including API reference, tutorials, and code samples - Software development kits (SDKs) for Java, .NET, Python, and JavaScript - Webhook support enabling real-time notifications of clinical data changes - SMART on FHIR integration allowing thirdparty applications to access clinical data securely - OAuth 2.0 and OpenID Connect for secure authentication and authorisation - GraphQL API for efficient data retrieval with flexible query structures - Rate limiting and quota management ensuring fair usage and platform stability

Pre-Built Applications and Templates - Electronic patient record foundation including admission/discharge/transfer, allergies, problems, medications - Shared care record supporting information sharing across organisational boundaries - Patient-reported outcome measures (PROMs) with questionnaire library and analytics - Care planning application enabling collaborative care coordination across multidisciplinary teams - Clinical assessment templates covering nursing, therapy, medical, and social care assessments - Referral management workflows supporting e-referrals and service access - Clinical correspondence and discharge summary generation - Specialty-specific content packages for oncology, mental health, maternity, paediatrics, and other domains

Integration and Interoperability - HL7 v2 messaging interfaces supporting ADT, ORM, ORU, and other standard message types - FHIR R4 endpoints exposing all clinical data as FHIR resources (Patient, Observation, Condition, MedicationRequest, etc.) - Integration with NHS Spine services including Personal Demographics Service, Summary Care Record, and e-Referral Service - MESH (Message Exchange for Social Care and Health) connectivity for secure information exchange - Integration with clinical systems including PAS, laboratory, radiology, pharmacy, and electronic patient records - Support for proprietary integration standards including Cerner, Epic, and other major EPR vendors - Document repository with XDS (Cross-Enterprise Document Sharing) support - Support for ITK (Interoperability Toolkit) messaging standards used across NHS

Data Governance and Consent Management - Granular consent management enabling patient control over data sharing preferences - Role-based access control with fine-grained permissions at data element level - Legitimate relationship checking ensuring clinicians only access patients under their care - Audit logging of all data access and modifications for governance and regulatory compliance - Data retention policies supporting automated archiving and deletion in accordance with records management schedules - Data subject access request (DSAR) tools facilitating GDPR compliance and patient right of

access - Break glass emergency access with mandatory justification recording - Anonymisation and pseudonymisation services supporting secondary use of data for research and analytics

Analytics and Reporting - Real-time dashboards displaying clinical quality indicators, waiting times, and performance metrics - Cohort identification tools for population health management and proactive care outreach - Clinical audit reports supporting quality improvement initiatives and regulatory inspections - Predictive analytics interfaces enabling integration with machine learning and AI models - Configurable report builder allowing creation of custom reports without technical expertise - Data export capabilities supporting external analytics tools including Tableau, Power BI, and Qlik - CQUIN and contractual indicator reporting for commissioning requirements - Research data extraction with de-identification for clinical research and service evaluation

Patient Portal and Engagement - Patient-facing portal providing access to health records, test results, and care plans - Appointment booking and management integration with clinic scheduling systems - Secure messaging enabling patients to communicate with care teams - Patient-reported data collection including symptoms, vital signs, and quality of life measures - Health and wellness content tailored to patient conditions and care plans - Integration with NHS App enabling authentication and data sharing via national infrastructure - Support for proxy access enabling carers and family members to access patient information with consent - Accessibility features ensuring compliance with WCAG 2.1 Level AA standards

Service Benefits

Organisational Benefits

Better Platform fundamentally transforms how healthcare organisations approach digital transformation by placing data at the centre of the strategy. Organisations gain complete control over their clinical data stored in open, vendor-neutral formats, eliminating lock-in and reducing the total cost of ownership compared to traditional monolithic EPR systems. The platform approach enables organisations to adopt best-of-breed applications whilst maintaining data integration and consistency, providing flexibility to change vendors or develop inhouse solutions without costly data migration projects.

Low-code development tools democratise digital innovation, enabling clinical teams to participate actively in designing and implementing digital solutions that meet their specific needs. This reduces dependency on external vendors and IT departments, accelerating the pace of improvement and ensuring solutions are clinically led and user-centred. Organisations report 50-70% reductions in application development timescales compared to traditional software development approaches, with significantly lower costs.

The open standards foundation ensures future-proof infrastructure that can adopt emerging technologies including artificial intelligence, machine learning, and advanced analytics without platform replacement. openEHR's flexible data models accommodate new clinical content without database schema changes, enabling rapid adaptation to changing clinical requirements, new guidelines, and evolving care models.

Clinical Benefits

Clinicians benefit from consolidated patient views bringing together information from multiple sources into unified longitudinal records. This eliminates the need to log into multiple systems, reduces duplicated data entry, and provides comprehensive patient context supporting better clinical decisions. Realtime data availability ensures information is current, enabling coordinated care across organisational boundaries and supporting integrated care pathways.

Personalised user interfaces can be configured to match clinical workflows, showing relevant information prominently whilst hiding unnecessary clutter. Rolebased views ensure clinicians see the information pertinent to their specialty and responsibilities. Clinical decision support embedded at the point of care helps ensure compliance with guidelines, alerts clinicians to safety issues, and prompts actions to improve quality of care.

The platform supports mobile and remote working, enabling clinicians to access patient information and make decisions from any location. This supports flexible working patterns, seven-day services, and new care models including virtual wards and hospital at home services. Documentation is faster and more accurate with structured data capture, reducing administrative burden and allowing more time for direct patient care.

Patient Benefits

Patients experience improved continuity of care as their information follows them across the health and care system. Clinicians have access to comprehensive medical histories, reducing the need for patients to repeat information and minimising the risk of important details being missed. Care coordination improves as all professionals involved in a patient's care have access to shared care plans and up-to-date clinical status.

Patient engagement increases through portal access to health records, enabling patients to review test results, monitor chronic conditions, and actively participate in their care. Patient-reported outcomes tools enable systematic capture of symptoms, quality of life, and treatment responses, ensuring care is personalised and responsive to individual needs and preferences. Secure messaging reduces the need for telephone calls and appointments for routine queries, whilst appointment booking provides convenient access to services. Safety improves through reduction of medication errors, prevention of duplicate tests, and alerts for allergies and contraindications. Transition of care is safer with comprehensive discharge information available to primary care and

community services immediately upon discharge. Patient empowerment increases as individuals have greater visibility and control over their health information.

System-Wide Benefits

Integrated care systems and health and care partnerships benefit from shared care records enabling seamless care coordination across multiple organisations. Population health management tools identify vulnerable patients requiring proactive interventions, reducing unplanned admissions and improving outcomes. Data standardisation across the ICS enables meaningful comparison of performance, identification of best practice, and equitable access to high-quality care.

Research and innovation are accelerated through availability of high-quality structured data for clinical studies, service evaluations, and quality improvement projects. The platform supports clinical trials recruitment, real-world evidence generation, and evaluation of new treatments or pathways. Data quality improves through structured capture and validation, providing trustworthy information for decision-making at individual, organisational, and system levels.

Regulatory and contractual reporting is streamlined with automated extraction of required data from the clinical record, reducing administrative burden on clinicians and ensuring timely, accurate submissions. NHS strategic priorities including waiting times reduction, cancer pathways, mental health access, and elective recovery are supported through configurable workflows and analytics tracking progress against targets.

Technical Specifications

Platform Architecture - Cloud-native microservices architecture deployed on Microsoft Azure or AWS - UK data centres ensuring data residency compliance with NHS and UK Government requirements - Containerised deployment using Kubernetes for scalability and resilience - Multi-availability zone architecture providing automatic failover and disaster recovery - Horizontal scaling supporting growth from single organisations to regional deployments - API-first design ensuring all functionality accessible programmatically - Event-driven architecture enabling real-time notifications and workflow automation

Standards Compliance - openEHR Foundation certified repository compliant with openEHR specifications - FHIR R4 implementation certified against HL7 FHIR test suite - ISO 13606 electronic health record communication standard support - SNOMED CT clinical terminology with UK Drug Extension and NHS terminology support - ICD-10 and OPCS-4 classification systems for diagnoses and procedures - LOINC coding for laboratory observations and measurements - NHS Data Standards including dm+d, ODS, TRUD, and NHS Number - DCB0160 clinical risk management and DCB0129 clinical safety officer requirements.

Information Security - ISO 27001 certified information security management system - NHS Data Security and Protection Toolkit compliant - Cyber Essentials Plus certification - Penetration testing by independent CREST-certified security consultants - Data encryption at rest using AES-256 - Data encryption in transit using TLS 1.3 - Multi-factor authentication supporting hardware tokens, mobile authenticators, and biometrics - Single sign-on via SAML 2.0, OAuth 2.0, and OpenID Connect - NHS smartcard authentication integration - Security operations centre providing 24/7 monitoring and threat detection.

Performance and Availability - 99.9% uptime service level agreement for production environments - Sub-second response times for typical API calls - Sub100ms query times for patient record retrieval - Support for 10,000+ concurrent users per deployment - 99.99th percentile response times under 1 second - Automated scaling based on demand patterns - Global content delivery network for static assets - Real-time platform health dashboard available to customers.

Data Management - Automated daily backups with 30-day retention - Point-in-time recovery capability within backup retention period - Disaster recovery site in geographically separate UK region - 4-hour recovery time objective (RTO) for disaster scenarios - Zero data loss recovery point objective (RPO) through continuous replication - Data archival services for long-term retention requirements - Data portability support enabling export in openEHR, FHIR, and other formats - Data destruction services compliant with NHS records management guidance.

Integration Capabilities - RESTful APIs with JSON and XML support - GraphQL API for flexible data querying - SOAP web services for legacy system integration - FHIR R4 endpoints for all clinical resources - HL7 v2 message processing via MLLP or HTTP transports - HL7 FHIR Messaging for asynchronous workflows - Webhooks for real-time event notifications - Apache Kafka message queues for high-volume integration scenarios - Integration with national services (Spine, MESH, e-RS, SCR)

Service Management and Support

Implementation Services

Better provides comprehensive implementation services led by experienced healthcare IT professionals including clinical informaticians, integration specialists, and project managers. The implementation approach follows NHS Digital DCB0160 clinical risk management processes, ensuring patient safety is prioritised throughout deployment.

A typical implementation journey includes requirements gathering workshops to understand organisational needs and priorities, information governance and security assessments ensuring compliance with NHS requirements, technical architecture design for integrations with existing systems, content development creating templates and forms for clinical workflows, user acceptance testing

with clinical stakeholders, training delivery through multiple modalities, go-live support with on-site resources, and hypercare period providing intensive support immediately post-deployment.

Continuous Improvement

Better operates continuous deployment with platform updates released weekly for minor changes and quarterly for major features. Customers participate in early access programmes testing new functionality before general release. A public product roadmap communicates planned enhancements with opportunities for customer input influencing prioritisation.

Regular customer advisory board meetings bring together clinical and technical leaders from across the customer base to share experiences, identify common challenges, and collaboratively define requirements for platform evolution. Special interest groups focus on specific topics including interoperability, clinical content, population health, and emerging technologies.

Regulatory Compliance and Clinical Safety

Better Platform is developed and maintained in accordance with NHS Digital DCB0160 clinical risk management process. A Clinical Safety Officer oversees the clinical safety management system, maintaining hazard logs, safety case reports, and incident monitoring. The platform holds registration as a Class I medical device with the MHRA.

Comprehensive clinical safety documentation is provided to customer organisations including Hazard Log, Clinical Safety Case Report, and implementation guidance supporting local safety assessments. Regular clinical safety reviews are conducted following platform updates, with findings communicated to customers and incorporated into ongoing risk management processes.

Information governance arrangements comply with UK GDPR, Data Protection Act 2018, NHS Confidentiality Code of Practice, and NHS Records Management Code of Practice. The platform provides tools enabling customer organisations to meet their own information governance obligations including consent management, access controls, audit trails, data retention, and data subject access requests.

Better maintains Business Continuity and Disaster Recovery plans tested annually, ensuring service restoration within defined timescales following disruptive incidents. Cyber security incident response procedures align with NHS Digital Cyber Security Operations Centre guidelines, with notification processes established for security incidents affecting customer data.

About Better

Better is a leading provider of open platform healthcare IT solutions serving over 150 healthcare sites across 18 countries. Better's mission is to improve lives by helping health and care teams simplify their work whilst maintaining organisational sovereignty over data. Better advocates for vendor-neutral openEHR and FHIR standards preventing lock-in and ensuring healthcare data remains accessible and interoperable.

Better is an openEHR Foundation Corporate Member actively contributing to standards development and adoption. The company maintains partnerships with major technology providers including Microsoft Azure, AWS, and integration partners ensuring compatibility with enterprise IT infrastructure. Better participates in NHS Digital interoperability initiatives, NHS England transformation programmes, and international health informatics standardisation efforts.

Better's team includes clinical informaticians, healthcare IT specialists, software engineers, and project managers with deep experience in NHS digital transformation. The company maintains offices in UK (Cardiff), Slovenia (Ljubljana), and Germany (Hamburg), with customers and partners across Europe, Middle East, Asia-Pacific, and North America.

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)

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