



Better Pharmacy and Stock Control

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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.



Better Pharmacy Stock Control and Dispensing System

G-Cloud 15 Service Description

1. Service Overview

Better Pharmacy is a comprehensive pharmacy stock control and dispensing system that covers all aspects of hospital pharmacy operations, including dispensing, procurement, manufacturing, stock management, reporting and compliance. Built on modern standards for today's NHS, the system streamlines all parts of the hospital pharmacy workflow, ensuring safety and transparency whilst freeing up time and staff to focus on patient-facing activities.

2. Key Features

Core Functionality

- Comprehensive stock control and procurement management
- Dispensing for patient, ward, stock and aseptic prescriptions
- Barcode-enabled accuracy checking with customisable safety rules
- Ward stock management and electronic ward ordering for nursing staff
- Emergency box management and monitoring
- Aseptics, manufacturing and parenteral nutrition workflows
- Integrated prescription tracking system
- Homecare functionality
- Real-time alerts and visibility across all pharmacy operations
- Comprehensive reporting with full audit trail of all activity

Standards and Interoperability

Better Pharmacy has an open, standards-based architecture built on international healthcare standards, including FHIR, HL7, SNOMED CT, and the NHS Dictionary of Medicines and Devices (dm+d). The system supports real-time integration with Patient Administration Systems (PAS), electronic prescribing and medicines administration (ePMA) systems, and dispensing robot systems.

Integration Capabilities

- HL7v2 and FHIR interfaces for admissions, discharges and transfers
- Bidirectional FHIR interface for ePMA supply request integration
- HL7v2 interface for robotic dispensing systems
- Automated dispensing cabinet integration (restock file uploads)
- Electronic Data Interchange (EDI) with Powergate and Medecator for procurement
- Standard General Ledger and Accounts Payable extracts for finance systems
- BNF Cautionary and Advisory Label (CAL) data integration
- Automated dm+d importer for medicines data

3. Technical Architecture

The system is a web-based Single Page Application (SPA) with a REST API backend, ensuring modern, responsive performance across all devices from smartphones to desktop computers. Authentication can be linked to Active Directory installations or managed via standalone accounts. The solution is WCAG compliant and provides intuitive, role-specific functionality for every grade of user, from dispensing assistants to pharmacists to nursing staff.

4. Clinical Benefits

Time Back to Care

Better Pharmacy reduces transcription requirements through careful integrations such as ePMA supply request functionality and by replacing historically paper-heavy processes such as ward ordering. The integrated real-time tracker reduces additional barcode printing and management overhead, ensuring staff can focus on patient care.

Open Data, Open Standards

Built on the foundation of dm+d, most data in the system has been created and assured by NHS BSA. Use of SNOMED codes ensures data can be easily compared between systems and meets NHSE reporting standards. Users have full flexibility to map their own values to almost any entity across multiple levels in the hierarchy. A full reporting database, along with optional access to the REST API, ensures data management is never a concern.

Closing the Loop, Reducing Risk

Built with the vision of a closed-loop medicines management future, barcode scanning and tracking is available at every point of the medication journey so that packs can be traced from the back door to the bedside. Medicines Healthcare Regulatory Authority (MHRA) alerts data can be stored in the system and warnings are provided if recalled items are scanned.

5. Implementation Approach

Better Pharmacy implementations follow a structured approach encompassing project initiation, system configuration and integration, user acceptance testing, comprehensive training, and go-live support. The solution supports both phased and 'big bang' deployment approaches, with data migration services available for historical orders, receipts, invoices, aseptic recipes and logs as required. Extensive on-site support is provided during go-live and post-implementation phases.

6. Deployment and Experience

Better's innovative solutions have been deployed at over 150 sites across 5 continents and 18 markets, including extensive deployment within the UK NHS.

The modular architecture supports both standalone and interoperable deployment models, making it well suited to organisations operating within complex digital ecosystems.

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