

ePMA 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 Meds ePMA - Electronic Prescribing and Medicines Administration

1. G-Cloud 15 Service Description

Service Summary

Better Meds ePMA is an award-winning electronic prescribing and medicines administration solution designed specifically for UK NHS trusts and healthcare organisations. Built on the open standards-based Better Platform utilising openEHR architecture, Better Meds ePMA transforms medication management through closed-loop prescribing workflows, integrated clinical decision support, and seamless interoperability with existing electronic patient record systems. The solution supports all care settings including acute, mental health, and community services, with proven implementations across multiple NHS organisations including The Christie NHS Foundation Trust, Somerset NHS Foundation Trust, Oxford Health NHS Foundation Trust, South London and Maudsley NHS Foundation Trust, and Herefordshire and Worcestershire Health and Care NHS Trust.

Service Description

Better Meds ePMA enables healthcare organisations to safely digitise prescription processes whilst significantly reducing medication errors, improving patient safety, and optimising clinical workflows. The solution provides comprehensive medication management from initial prescribing through to administration and discharge, integrating seamlessly with pharmacy systems, ward cabinets, and electronic health records. Better Meds ePMA can function as either a standalone system compatible with any electronic patient record, or as an embedded solution integrated directly within the Better Platform ecosystem.

The service delivers closed-loop medication management incorporating real-time allergy checking, drug interaction alerts, antimicrobial stewardship support, and integration with the NHS dictionary of medicines and devices (dm+d). Clinical decision support is embedded throughout the prescribing workflow, including NICE guidance, local formularies, and customisable protocols. The solution supports complex prescribing scenarios including chemotherapy regimens, Patient Group Directives, controlled drugs management, and paediatric dosing calculations.

Better Meds ePMA has been designed with clinicians for clinicians, ensuring intuitive user interfaces that reduce training requirements and accelerate adoption. The solution supports multiple user roles including doctors, pharmacists, nurses, and pharmacy technicians, with appropriate access controls and electronic signature capabilities using NHS smartcards. Comprehensive audit trails ensure full traceability of all prescribing and administration activities for governance and regulatory compliance.

Key Features and Capabilities

Core Prescribing Functionality - Full electronic prescribing supporting all medication types including regular, PRN, once-only, variable dose, and infusions - Integration with NHS dictionary of medicines and devices (dm+d) providing access to complete formulary information - Support for complex prescribing including chemotherapy protocols, controlled drugs, unlicensed medicines, and extemporaneous preparations - Dose banding, infusion calculations, and paediatric dose checking based on patient weight, age, and body surface area - Order sets and protocols for standardised prescribing including sepsis bundles, pathway-specific regimens, and Patient Group Directives

Clinical Decision Support - Real-time allergy and intolerance checking against patient records with customisable severity alerts - Drug interaction warnings including major, moderate, and minor interactions with clinical significance ratings - Duplicate therapy detection preventing inadvertent co-prescribing of same therapeutic class medications - Renal and hepatic dose adjustment guidance based on patient laboratory values and calculated eGFR - Antimicrobial stewardship tools including indication recording, review dates, and formulary compliance monitoring - Integration with local formularies, NICE guidance, British National Formulary, and trust-specific protocols - Prescribing alerts for high-risk medications, special monitoring requirements, and black triangle drugs

Medicines Administration - Barcode scanning for positive patient identification and medication verification supporting patient safety - Real-time administration recording with automatic schedule management and overdue dose alerts - Support for witnessed administration, controlled drugs checking, and administration by patient own medications - Omitted dose recording with mandatory reason codes supporting audit and governance requirements - Administration windows with customisable early/late thresholds aligned to trust medication policies - Integration with ward medication cabinets and automated dispensing systems

Clinical Workflow Integration - Seamless embedding within electronic patient records or operation as standalone portal solution - Single sign-on using NHS smartcards, Active Directory, or SAML-based authentication - Integration with patient administration systems for demographic data, ward transfers, and admission/discharge/transfer events - Medication reconciliation on admission supporting accurate continuation of existing therapies - Discharge prescription generation with integration to Electronic Prescription Service (EPS) for community pharmacy dispensing - Take-home medication (TTO/TTA) generation with patient information leaflets and pharmacy labelling

Pharmacy Services Integration - Electronic prescribing to pharmacy with clinical validation workflow and pharmacist intervention recording - Integration with pharmacy dispensing systems including JAC, Ascribe, and other major pharmacy management platforms - Stock management integration supporting automatic deduction from ward stocks on administration - Pharmacy labelling

and patient medication record generation - Medication safety dashboards and near-miss reporting for pharmacy governance

Reporting and Analytics - Comprehensive audit trails for all prescribing, dispensing, and administration activities - Medication usage reports including antimicrobial consumption, controlled drugs registers, and high-cost drug monitoring - Safety dashboards highlighting missed doses, administration errors, and prescribing variances - Clinical audit reports supporting quality improvement initiatives and regulatory inspections - CQUIN and contractual indicator reporting for commissioning requirements - Real-time prescribing analytics supporting antimicrobial stewardship and formulary compliance monitoring

Configuration and Extensibility - Configurable formularies, protocols, and order sets without vendor dependency - Trust-specific alert configuration allowing tailoring of clinical decision support to local requirements - Integration with multiple clinical systems via HL7, FHIR APIs, and openEHR data exchange - Low-code configuration tools enabling in-house modifications and rapid deployment of new functionality - Support for trust-specific workflows, administration routes, and prescription formats

Service Benefits

Patient Safety and Quality Better Meds ePMA significantly reduces medication errors through elimination of illegible handwriting, automatic checking of allergies and interactions, and dose calculation support. Studies across NHS implementations have demonstrated 50-70% reductions in prescribing errors and significant improvements in medication administration accuracy. Closed-loop verification using barcode scanning ensures the “five rights” of medication administration are consistently achieved. Real-time clinical decision support at the point of prescribing prevents adverse drug events and supports compliance with safety guidelines.

Clinical Efficiency Time savings are realised across all healthcare professional groups. Pharmacists save 840 hours annually from elimination of chart searching and manual checking processes. Medical staff save 60 hours weekly from elimination of discharge prescription transcription and 12 hours weekly from not having to rewrite medication charts. Nursing staff save 30% of medicine preparation time through streamlined administration processes. Electronic communication between prescribers, pharmacy, and nursing staff eliminates delays in medication supply and administration.

Governance and Compliance Comprehensive audit trails support CQC inspections, clinical governance reviews, and controlled drugs management. Mandatory fields and structured data capture ensure complete documentation of prescribing decisions including indication, duration, and review dates. Electronic prescribing removes the regulatory burden of FP10 management whilst supporting antimicrobial stewardship and formulary compliance initiatives. Integration with incident reporting systems enables systematic learning from medication safety events.

Digital Transformation and Interoperability Built on open standards (openEHR, FHIR, HL7), Better Meds ePMA integrates seamlessly with existing electronic health record systems or functions as a foundation for broader digital transformation. The vendor-neutral architecture prevents lock-in whilst enabling data exchange with multiple clinical systems. Low-code configuration tools empower trusts to adapt the system to evolving clinical requirements without extensive vendor support. Better Meds ePMA supports the NHS digital medicines priority of 100% ePMA implementation.

Support for New Care Models The solution enables remote prescribing supporting virtual ward models, hospital at home services, and integrated care pathways. Clinicians can review medications and make prescribing decisions from any location, with on-site nursing staff administering under remote clinical oversight. This supports seven-day services, reduces locum consultant requirements, and enables specialist pharmacist prescribing across multiple sites. Integration with Electronic Prescription Service supports rapid discharge by transmitting prescriptions directly to community pharmacies.

Technical Specifications

Platform Architecture - Cloud-hosted solution (UK data centres) or on-premise deployment options - Built on Better Platform utilising openEHR clinical data repository - Microservices architecture ensuring scalability and resilience - RESTful APIs enabling integration with third-party systems - Support for horizontal scaling to accommodate growing user bases

Standards Compliance - openEHR international standard for clinical data representation - HL7 FHIR R4 interfaces for health data exchange - NHS dm+d (dictionary of medicines and devices) integration - SNOMED CT clinical terminology - NHS Digital standards including DCB0129/DCB0160 clinical safety - ISO 27001 information security management - NHS Data Security and Protection Toolkit requirements

Integration Capabilities - Patient administration systems (PAS) - ADT messaging, demographic synchronisation - Electronic patient records - embedded UI or standalone with SSO - Pharmacy systems - prescription messaging, dispensing status updates - Laboratory systems - results for renal/hepatic dosing, therapeutic drug monitoring - Ward medication cabinets - dispensing triggers, stock management - Electronic Prescription Service - discharge prescriptions to community pharmacy - MESH (Message Exchange for Social Care and Health) –

secure messaging - National systems - Personal Demographics Service, Spine, Summary Care Record

User Access and Security - NHS smartcard authentication with role-based access control - Single sign-on via Active Directory, LDAP, or SAML 2.0 - Multi-factor authentication options for remote access scenarios - Granular permissions management at user, role, and organisational level - Audit logging of

all system access and clinical activities - Data encryption at rest and in transit (TLS 1.2+) - NHS Digital compliant information governance and data protection

Performance and Availability - 99.9% uptime SLA for cloud-hosted deployments - Sub-second response times for typical prescribing workflows - Support for 500+ concurrent users per trust - 24/7 monitoring and incident management - Disaster recovery with 4-hour recovery time objective - Regular automated backups with 30-day retention

Deployment and Training - Typical implementation timescale 10-16 weeks from contract signature to go-live - Phased deployment options supporting ward-by-ward rollout - Comprehensive training programme including e-learning, face-to-face sessions, and train-the-trainer - Clinical champions support and super-user development - Configuration workshops to align system with trust formulary and protocols - Data migration support from existing paper or electronic prescribing systems - Go-live support including on-site clinical and technical resources

Service Management and Support

Implementation Services The Better team provides comprehensive implementation support including project management, clinical configuration, data migration, integration development, and training delivery. A dedicated implementation manager coordinates all activities working closely with trust stakeholders. Clinical pharmacists and nursing specialists support configuration of formularies, order sets, and administration protocols. Technical consultants manage integrations with existing systems. Training is delivered through multiple modalities including e-learning modules, face-to-face classroom sessions, and ward-based training to support diverse learning preferences.

Continuous Improvement Better operates an agile development methodology with quarterly product releases incorporating customer feedback, regulatory changes, and enhancement requests. Trust customers participate in user groups and beta testing programmes to influence product direction. The Better Meds roadmap is published annually with opportunities for customer input and prioritisation. Regular clinical safety assessments ensure ongoing compliance with DCB0129/DCB0160 requirements.

Customer References and Case Studies

Better Meds ePMA has been successfully implemented across seven NHS trusts with additional deployments in progress. Reference sites are available for customer visits and peer discussions. Published case studies demonstrate measurable improvements in medication safety, clinical efficiency, and staff satisfaction.

The Christie NHS Foundation Trust Europe's largest single-site cancer centre selected Better Meds ePMA following successful implementation of the Better Platform. The solution facilitates seamless integration with The Christie's in-house electronic health record, providing clinicians with embedded access to prescribing functionality. The implementation supports The Christie's strategy to

move from siloed applications to a data-centric model with openEHR standards at the core. Integration with chemotherapy prescribing system iQemo enables a single source of truth for allergies, height, weight, and prescribing data.

Somerset NHS Foundation Trust Somerset implemented Better Meds ePMA (branded OPENeP) across surgical services as part of their global digital exemplar programme, subsequently rolling out across medical directorate. The trust achieved rapid deployment during the COVID-19 pandemic, supporting their response through improved medicines management and remote prescribing capabilities. Clinical staff engagement was high with the system designed with clinicians for clinicians on an open architecture approach.

Herefordshire and Worcestershire Health and Care NHS Trust The community and mental health trust achieved go-live across a pilot ward in just 10 weeks despite a significant unrelated EPR outage during implementation. Benefits realised include significant time savings, improved patient safety through complex prescribing support, and reduced paper use. The solution enables remote prescribing supporting new care models with clinicians making decisions remotely whilst on-site nursing staff administer medications. The trust subsequently accelerated rollout plans across all seven community hospitals based on pilot success.

Oxford Health NHS Foundation Trust Rapid implementation across mental health and community services demonstrating the solution's configurability for complex prescribing scenarios including depot injections, clozapine monitoring, and controlled drugs management specific to mental health settings.

South London and Maudsley NHS Foundation Trust Major mental health trust implementation supporting closed-loop prescribing across inpatient and community mental health services. The trust has highlighted ePMA's role in revolutionising mental health care through improved medication adherence monitoring and support for complex polypharmacy management.

About Better

Better is a leading healthcare IT solutions and professional services provider working with healthcare organisations across 18 countries on 5 continents. Better's mission is to improve lives by helping health and care teams simplify their work and accelerate digital adoption based on a "data for life" approach. Better advocates for vendor-neutral data standards and open architecture approaches that prevent lock-in whilst enabling innovation.

Better's core solutions include Better Platform (an openEHR and FHIR-based digital health platform) and Better Meds (comprehensive medication management including ePMA and EPS). The Better Platform enables healthcare organisations to create personalised digital applications using low-code development tools whilst maintaining data in open, vendor-neutral formats. Over 150 healthcare sites globally have deployed Better solutions including major NHS trusts, integrated care systems, and national health programmes.

Better is ISO 27001 certified for information security management and maintains comprehensive quality management systems compliant with healthcare-specific regulatory requirements. The organisation is committed to the NHS digital transformation agenda and actively participates in interoperability initiatives, clinical informatics standards development, and health technology policy discussions. Better sponsors the openEHR Foundation supporting the development and adoption of open health data standards.

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