

Prescribe
Digital®



Service Definition



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Executive Summary

Prescribe Digital delivers innovative, compliant, and resilient solutions designed to transform clinical documentation and workflow management across NHS Trusts. Our platforms, **Amplify+®** and **AISA®**, provide seamless integration into existing systems, enabling clinicians and administrators to work more efficiently, securely, and collaboratively.

We position ourselves not simply as a technology provider, but as an extension of the workforce, offering flexible capacity through services such as Prescribe Task Force and outsourced transcription. This ensures Trusts can meet demand peaks, maintain compliance, and reduce operational risk without long-term overheads.

Our Service Definition outlines:

- **Core Solutions:** Amplify+® and AISA®, delivering advanced documentation, workflow automation, and integration with PAS, EPR, and downstream systems.
- **Professional Services:** Implementation, training, support, and account management, ensuring smooth adoption and continuous improvement.
- **Compliance & Governance:** Full alignment with NHS DTAC, DCB0129, DSPT, GDPR, ICO registration, MHRA guidance, and ISO 27001/Cyber Essentials Plus standards.
- **Technical Requirements:** Cloud-based deployment, browser and mobile compatibility, secure data storage, and robust backup processes.
- **Service Levels:** High availability, defined response times, and clear escalation paths, aligned with NHS expectations.
- **Commercials:** Transparent, modular pricing with flexible options for pilots, multi-year contracts, and add-on services.
- **Change Control:** Structured CCR process to manage scope adjustments transparently.
- **Reporting & Reviews:** Regular performance reporting and quarterly service reviews to ensure accountability and continuous improvement.
- **Termination & Exit Management:** Controlled processes to ensure Trusts retain ownership of their data and can transition smoothly if required.

- **Glossary and Definitions:** A clear reference section explaining all technical, regulatory, and governance terms used throughout the document, ensuring accessibility for all stakeholders.

Prescribe Digital combines technical excellence, governance assurance, and operational partnership to deliver solutions that are defensible, scalable, and tailored to NHS priorities. Our commitment is to empower Trusts with resilient documentation workflows, transparent governance, and flexible workforce extension — ensuring safer, faster, and more compliant patient care.

About Prescribe Digital

Clinical documentation and workflow management are critical for healthcare organisations. Traditional approaches often burden clinicians and administrative staff. Prescribe Digital provides a unified platform, Amplify+® and AISA®, designed to streamline documentation, manage workflows, and ensure compliance with NHS and international standards.

Amplify+® is a clinical documentation and workflow platform that supports end-to-end processes, from creation to distribution, with embedded governance and compliance controls. AISA® is an ambient scribe solution that captures patient encounters in real time, producing accurate and compliant documentation without disrupting consultations.

Our cloud-based solutions are designed to:

- Reduce time spent on documentation and free clinicians to focus on patient care.
- Improve accuracy and consistency of clinical records.
- Provide scalable, secure, and compliant services aligned with NHS Digital and international privacy frameworks.
- Deliver measurable ROI through productivity gains, reduced risk, and streamlined workflows.

Prescribe Digital offers compelling value at every stage of the documentation process. From capture to distribution, healthcare organisations can modernise their workflows without compromising quality, compliance, or patient safety.

Solutions Overview

The Prescribe Digital platform is a secure, cloud-based solution that combines Amplify+® and AISA® into a single system. Together, they support clinicians and healthcare organisations in improving productivity, accuracy, and compliance.

Amplify+® provides structured workflows, reporting, and governance tools to streamline documentation and distribution. AISA® delivers ambient transcription and summarisation, enabling clinicians to capture patient encounters in real time and produce accurate documentation efficiently.

The platform is available at all times and is designed to:

- Support clinicians across multiple care settings, devices, and applications.
- Provide seamless integration with PAS, EPR, and downstream systems.
- Deliver valuable insights that reduce risk and improve patient care.
- Enhance staff productivity by simplifying documentation and distribution processes.

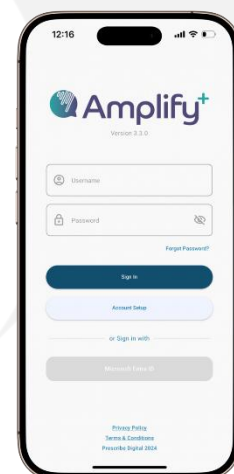
Digital Health Solutions

Amplify+®

Amplify+® is Prescribe Digital's clinical documentation and workflow platform. It provides a centralised environment for clinicians and healthcare organisations to create, manage, and distribute clinical documents with accuracy and efficiency. Amplify+® supports end-to-end workflows, from dictation and transcription through to review, approval, and distribution, while embedding governance and compliance controls.

Key Features

- End-to-end clinical documentation workflows, from creation to distribution.
- Integration with PAS, EPR, and downstream systems for seamless record management.
- Configurable templates and structured workflows to support multiple clinical specialties.
- Real-time reporting and analytics to monitor turnaround times and workload.



- Role-based access and governance controls to ensure compliance.

Key Benefits

- Reduces administrative burden by streamlining documentation processes.
- Improves accuracy and consistency of clinical records.
- Enhances accountability and transparency across teams.
- Provides defensible reporting aligned with NHS governance requirements.
- Empowers clinicians and secretaries with flexible tools that adapt to local workflows.

AISA®

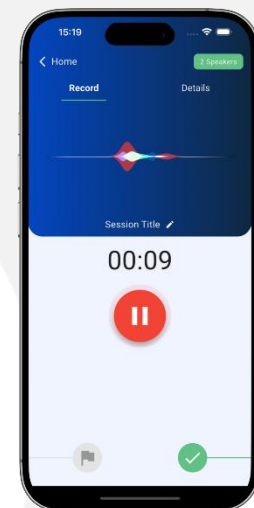
AISA® is Prescribe Digital's ambient scribe and clinical documentation solution. It enables clinicians to capture patient encounters in real time, producing accurate and compliant documentation without disrupting the consultation.

Key Features

- Ambient transcription of clinician-patient conversations.
- Automated summarisation aligned with NHS and MHRA requirements.
- Secure cloud-based storage and processing of clinical notes.
- Integration with PAS, EPR, and downstream systems for seamless recordkeeping.
- Configurable templates and vocabularies for different clinical specialties.

Key Benefits

- Reduces time spent on documentation, allowing clinicians to focus on patient care.
- Improves accuracy and consistency of clinical records.



- Ensures compliance with regulatory frameworks in the UK, Australia, New Zealand, and the EEA.
- Provides flexibility for clinicians to edit, approve, and sign notes in real time.
- Enhances patient safety by supporting clear and timely documentation.

Additional Services

Outsourced Transcription

Prescribe Digital provides secure and scalable outsourced transcription services to complement in-house secretarial teams. This service ensures that document accuracy and turnaround targets are consistently met, even during periods of high demand.

Key Features

- On-demand transcription capacity to eliminate backlogs.
- Guaranteed turnaround and accuracy targets.
- Seamless integration with Amplify+® workflows.
- Transparent reporting of in-house and outsourced activity.
- Secure access controls and hosted environment.

Key Benefits

- Flexibility to scale transcription resources when required.
- Reduced administrative burden for secretarial staff.
- Improved resilience against workload fluctuations.
- Full visibility of outsourced documents and performance metrics.

Prescribe Task Force

Prescribe Task Force is designed to act as an extension of your organisation's workforce. It provides immediate access to skilled resources that can be deployed flexibly to support documentation, workflow optimisation, and operational resilience. The Task Force

integrates seamlessly with Amplify+® and AISA®, ensuring continuity of processes while reducing the burden on internal teams.

Key Features

- Experienced professionals available to assist with documentation and workflow tasks.
- Flexible deployment to support peak demand or special projects.
- Integration with Amplify+® and AISA® to ensure continuity of processes.
- Transparent reporting and accountability for all activities undertaken.
- Tailored support packages to meet the needs of individual Trusts or departments.

Key Benefits

- Acts as a true extension of your workforce, without long-term staffing overheads.
- Provides resilience during periods of high demand, staff shortages, or organisational change.
- Improves efficiency and reduces risk of delays in documentation workflows.
- Ensures processes remain compliant and aligned with NHS governance standards.
- Offers assurance that additional capacity is available whenever required

Integrations

Prescribe Digital offers integrations with PAS, EPR, and downstream systems to ensure seamless workflows across the healthcare organisation.

Key Features

- Secure interoperability using industry standards such as HL7 and FHIR.
- Automated distribution of letters and reports to GPs and internal recipients.
- Support for hybrid mail and patient portals.
- Configurable routing rules for document distribution.

Key Benefits

- Reduced manual data entry and duplication.

- Improved accuracy and timeliness of clinical communication.
- Greater compatibility with existing NHS systems and processes.

Professional Services

Implementation

Prescribe Digital provides a structured implementation service to ensure a smooth transition to Amplify+® and AISA®. Each project is managed collaboratively with the customer's team to align workflows, governance, and compliance requirements.

Key Features

- Dedicated project team with expertise in clinical documentation and workflow optimisation.
- Detailed project plan and statement of work agreed with stakeholders.
- Alignment with NHS governance and compliance standards.
- Regular progress reviews and milestone tracking.
- Flexible deployment options to suit organisational needs.

Key Benefits

- Smooth adoption of Amplify+® and AISA® across departments.
- Reduced risk through structured planning and governance alignment.
- Clear accountability and transparency throughout the project lifecycle.
- Faster time to value with minimal disruption to clinical workflows.

Training

Prescribe Digital delivers tailored training programmes to support user adoption and maximise the benefits of Amplify+® and AISA®. Training is designed to be accessible for both clinical and administrative staff.

Key Features

- Options for train-the-trainer or direct end-user training.
- Delivery via on-site sessions, remote workshops, or blended approaches.

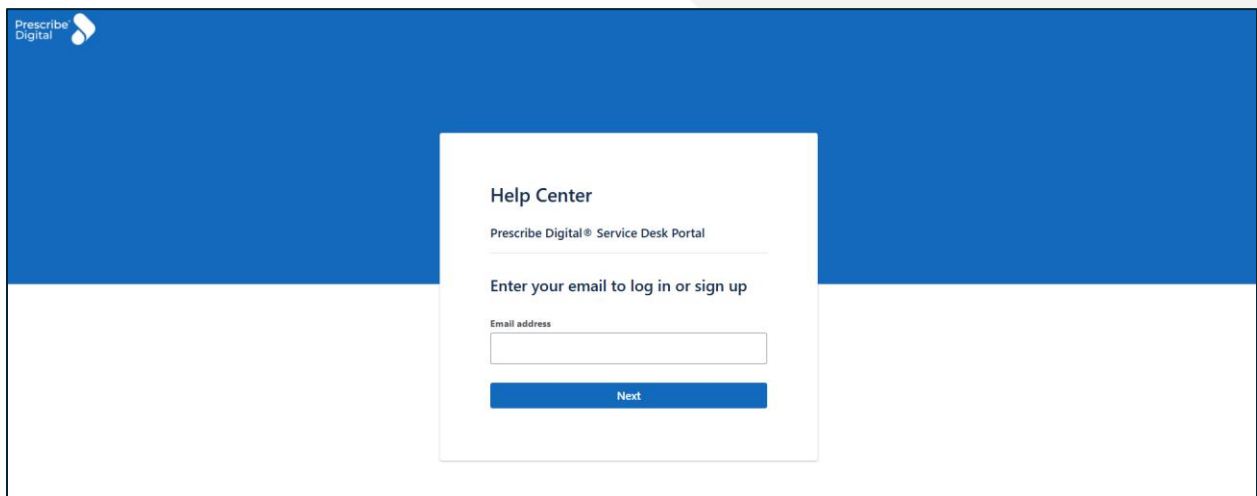
- Comprehensive user manuals, quick reference guides, and knowledge base resources.
- Updated training materials following system upgrades or new features.
- Ongoing support for continuous learning and improvement.

Key Benefits

- Faster adoption and confidence in using the platform.
- Reduced reliance on external support through empowered staff.
- Consistent knowledge transfer across teams and departments.
- Improved efficiency and accuracy in documentation workflows.

Support

Prescribe Digital provides comprehensive support services to ensure continuity and user satisfaction. Our support model is designed to reduce organisational overheads by acting as a single point of contact for all technical queries.

A screenshot of the Prescribe Digital Help Center login page. The page has a blue header with the Prescribe Digital logo in the top left corner. The main content area is white and contains a central login form. The form is titled 'Help Center' and 'Prescribe Digital® Service Desk Portal'. Below the title, it says 'Enter your email to log in or sign up'. There is a text input field labeled 'Email address' and a blue 'Next' button below it.

Key Features

- Helpdesk available during agreed service hours, with escalation paths for urgent issues.
- Multi-channel support via phone, email, and live chat.

- Remote error investigation, diagnosis, and resolution.
- Regular upgrades to maintain compatibility and introduce new features.
- Test environments for user acceptance testing of fixes and enhancements.

Key Benefits

- Reliable support that reduces the burden on internal IT teams.
- Faster resolution of issues through direct access to specialists.
- Continuous improvement with regular updates and enhancements.
- Assurance of service availability and performance.

Account Management

Prescribe Digital assigns a dedicated account manager to each customer. The account manager acts as a trusted partner, ensuring that the organisation receives ongoing value from Amplify+® and AISA®.

Key Features

- Regular engagement with stakeholders to gather feedback.
- Proactive updates on new features and enhancements.
- Guidance on best practices and optimisation opportunities.
- Strategic alignment with organisational goals and priorities.

Key Benefits

- Strong partnership and consistent communication.
- Early access to innovations and product improvements.
- Tailored advice to maximise the value of the platform.

- Confidence that Prescribe Digital understands and supports organisational needs.

Compliance and Governance

Digital Technology Assessment Criteria (DTAC)

Prescribe Digital is fully aligned with the NHS Digital Technology Assessment Criteria. DTAC documentation for Amplify+® and AISA® is available on request by commissioning organisations. This ensures that our solutions meet NHS requirements for clinical safety, data protection, security, interoperability, and usability.

Clinical Safety

Prescribe Digital maintains compliance with DCB0129 standards for clinical risk management. Clinical Safety Case Reports, Hazard Logs, and supporting documentation are available upon request. Regular risk assessments are undertaken, and our clinical safety documentation is continuously reviewed and updated across the product suite.

Key Features

- Compliance with DCB0129 clinical safety standards.
- Documented Clinical Risk Management System, Plan, Hazard Log, and Case Report.
- Ongoing risk management activities embedded into product development.

Key Benefits

- Assurance that Amplify+® and AISA® meet the highest clinical safety standards.
- Reduced risk through proactive identification and mitigation of hazards.
- Confidence for NHS organisations in adopting our solutions.

MHRA Alignment

Prescribe Digital ensures that all documentation and workflow processes are aligned with guidance from the Medicines and Healthcare products Regulatory Agency (MHRA). Our solutions are designed to support accurate, compliant, and traceable clinical documentation that meets regulatory expectations for safety and quality.

Key Features

- Alignment with MHRA standards for clinical documentation and medical device software.

- Processes designed to ensure traceability, auditability, and defensibility of records.
- Regular reviews of workflows and templates against MHRA guidance.
- Integration of compliance checks into Amplify+® and AISA® workflows.

Key Benefits

- Assurance that documentation processes meet MHRA requirements for safety and compliance.
- Reduced regulatory risk through proactive alignment with UK standards.
- Confidence for NHS organisations that Prescribe Digital solutions are defensible and audit-ready.
- Support for clinicians in producing documentation that is both accurate and compliant.

Data Protection

Prescribe Digital is registered with the Information Commissioner's Office (ICO) and has appointed a Data Protection Officer to oversee compliance. We exceed the requirements of the NHS Data Security and Protection Toolkit (DSPT) and carry out regular risk assessments across both our products and internal systems.

Key Features

- ICO registration and formal accountability under UK Data Protection law.
- Appointment of a Data Protection Officer to oversee compliance activities.
- Regular risk assessments and privacy impact assessments.
- Privacy-by-design principles embedded into product development.
- Continuous monitoring of privacy and security controls.

Key Benefits

- Assurance that patient data is handled securely and lawfully.
- Confidence in compliance with NHS DSPT and international privacy frameworks.
- Reduced risk of data breaches through proactive governance.

- Clear accountability through ICO registration and oversight.

Security and Interoperability

Prescribe Digital follows industry best practices for cybersecurity and interoperability. We are ISO 27001 certified and hold Cyber Essentials Plus accreditation. Our solutions are designed to integrate securely with PAS, EPR, and downstream systems using recognised standards.

Key Features

- ISO 27001 certification and Cyber Essentials Plus accreditation.
- Annual penetration testing and internal security reviews.
- Multi-factor authentication for privileged accounts.
- Secure interoperability using HL7, FHIR, and TLS v1.2 or above.

Key Benefits

- Robust protection against cybersecurity threats.
- Seamless and secure integration with NHS systems.
- Confidence that sensitive data is protected in transit and at rest.

Technical Requirements

System Specifications

Amplify+® and AISA® are cloud-based solutions designed to minimise local infrastructure requirements. They are accessible through standard web browsers and mobile applications, ensuring ease of deployment across diverse environments.

Key Features

- No local server installation required; hosted securely in the cloud.
- Compatible with modern browsers including Microsoft Edge, Google Chrome, and Safari.
- Lightweight client requirements for desktop and mobile access.
- Role-based access controls configurable at organisational level.

Key Benefits

- Reduced IT overhead and simplified deployment.
- Broad compatibility across existing NHS hardware and software environments.
- Secure access without complex installation processes.

Mobile Device Support

Prescribe Digital provides mobile applications to support clinicians and administrative staff in accessing Amplify+® and AISA® on the move.

Key Features

- Native applications for iOS and Android devices.
- Secure authentication and encrypted communication.
- Access to dictation, transcription, and workflow management features.
- Synchronisation with desktop and web environments.

Key Benefits

- Flexibility for clinicians to document and manage workflows remotely.
- Improved responsiveness and efficiency in clinical settings.
- Seamless integration between mobile and desktop experiences.

Data Storage and Backup

Prescribe Digital ensures that all data is stored securely and backed up regularly to maintain resilience and compliance.

Key Features

- Data hosted in ISO 27001-certified environments.
- Regular backups with defined recovery point objectives (RPO) and recovery time objectives (RTO).
- Encryption of data at rest and in transit.
- Disaster recovery processes tested and documented.

Key Benefits

- Assurance of data integrity and availability.
- Reduced risk of data loss through robust backup processes.
- Confidence in compliance with NHS DSPT and GDPR requirements.

Maintenance and Release Management

Prescribe Digital follows structured release and maintenance practices to ensure system stability and continuous improvement.

Key Features

- Regular updates to introduce new features and maintain compatibility.
- Test environments available for user acceptance testing prior to release.
- Transparent release notes and communication with stakeholders.
- Proactive monitoring and performance optimisation.

Key Benefits

- Continuous improvement without disruption to clinical workflows.
- Assurance of compatibility with evolving NHS systems and standards.
- Clear visibility of upcoming changes and enhancements.

Service Levels

Prescribe Digital is committed to delivering reliable, high-quality services through Amplify+® and AISA®. Our service levels are designed to provide assurance to NHS organisations that the platform is available, responsive, and supported by clear escalation processes.

Availability

Amplify+® and AISA® are hosted in secure, resilient environments with a target availability of 99.9% per calendar month. Planned maintenance is scheduled outside peak hours wherever possible and communicated in advance. In the event of unplanned downtime, updates are provided promptly and continue until resolution.

Support and Response

Incidents and enquiries can be raised through the Prescribe Digital Service Desk portal. Response and resolution times are prioritised according to severity, ensuring that critical issues are addressed rapidly while routine requests are managed efficiently.

- **Critical issues** (system-wide failures) are responded to immediately and resolved within hours.
- **High-priority issues** (major disruptions) are addressed within the same business day.
- **Medium issues** (partial service degradation) are resolved within one business day.
- **Low-priority requests** (general enquiries, minor bugs, feature requests) are scheduled for the next release cycle.

Escalation

If an issue cannot be resolved within the expected timeframe, a clear escalation path is followed, moving from the support team to senior technical leadership to ensure accountability and timely resolution.

Responsibilities

Trusts are expected to report incidents via agreed support channels, provide necessary access for troubleshooting, and maintain their own IT infrastructure (e.g., PAS, HL7, TIE) to support integrations.

Scope

Service levels apply to Amplify+® and AISA® as delivered by Prescribe Digital. Issues caused by third-party services, Trust-side misconfigurations, or external network failures are outside the scope of these commitments. Planned maintenance and agreed change requests are also excluded.

Pricing & Commercial

Pricing Model

Prescribe Digital offers transparent and flexible pricing designed to meet the needs of NHS Trusts and healthcare organisations. Pricing is structured to reflect the scale of deployment, the modules selected (Amplify+® and/or AISA®), and any additional services such as transcription or Prescribe Task Force.

Key Features

- Modular pricing based on product selection and usage.
- Clear separation of core platform costs and optional service add-ons.
- Volume-based tiers to support scalability across departments or Trusts.
- Transparent invoicing aligned with agreed milestones.

Key Benefits

- Flexibility to tailor costs to organisational requirements.
- Predictable budgeting with no hidden charges.
- Ability to scale services up or down as demand changes.

Commercial Terms

Commercial arrangements are governed by the Master Services Agreement (MSA), which sets out the contractual framework for pricing, invoicing, and payment.

Key Features

- Payment terms aligned with NHS procurement standards.
- Annual or multi-year licensing options available.
- Optional service packages (e.g., transcription, Prescribe Task Force) priced separately.
- Discounts available for multi-year commitments or bundled services.

Key Benefits

- Assurance that commercial terms are consistent with NHS governance requirements.
- Flexibility to adopt short-term pilots or long-term contracts.
- Clear accountability through the MSA framework.

Additional Services Pricing

Optional services such as Outsourced Transcription, Prescribe Task Force, and Integrations are priced according to usage and scope.

Key Features

- Pay-as-you-use transcription capacity.
- Task Force pricing based on resource hours or project scope.
- Integration costs aligned with complexity and system requirements.

Key Benefits

- Ability to add capacity without long-term overheads.
- Transparent costing for optional services.
- Confidence that pricing reflects actual usage and demand.

Change Control

Prescribe Digital recognises that healthcare organisations may require adjustments to services, features, or scope after implementation. To ensure transparency and governance, all changes outside the agreed Statement of Work (SoW) are managed through a formal Change Control Request (CCR) process.

Process Overview

- **Initiation:** The Trust submits a CCR via the Prescribe Digital Service Desk or through the designated account manager.
- **Assessment:** Prescribe Digital reviews the request, assessing impact on scope, timelines, costs, and compliance.
- **Approval:** A formal change proposal is documented and agreed by both parties before implementation.
- **Implementation:** Approved changes are scheduled, tested, and deployed in line with governance standards.

Key Features

- Structured CCR process aligned with NHS procurement and governance requirements.
- Transparent documentation of scope, impact, and cost implications.
- Collaborative review with Trust stakeholders to ensure alignment.

- Clear communication of timelines and responsibilities.

Key Benefits

- Assurance that changes are managed transparently and consistently.
- Reduced risk of scope creep or misaligned expectations.
- Confidence that all changes remain compliant with NHS governance standards.
- Flexibility to adapt services as organisational needs evolve.

Reporting & Reviews

Prescribe Digital provides structured reporting and regular service reviews to ensure transparency, accountability, and continuous improvement. These processes are designed to give Trusts clear visibility of performance, usage, and service quality.

Reporting

Amplify+® and AISA® include built-in reporting features that provide insights into usage, performance, and compliance. In addition, Prescribe Digital delivers regular reports to Trust stakeholders.

Key Features

- Monthly service performance reports covering availability, incidents, and resolution times.
- Usage analytics to track adoption, workflow efficiency, and transcription volumes.
- Compliance reporting aligned with NHS governance standards.
- Custom reporting available on request to support Trust-specific requirements.

Key Benefits

- Transparency into service performance and user adoption.
- Evidence-based insights to support operational decision-making.
- Assurance that services remain aligned with NHS compliance frameworks.

Reviews

Prescribe Digital conducts regular service reviews with Trust stakeholders to ensure alignment and continuous improvement.

Key Features

- Quarterly service review meetings with account managers and technical leads.
- Review of performance metrics, incident trends, and user feedback.
- Identification of improvement opportunities and optimisation initiatives.
- Strategic alignment with Trust priorities and future requirements.

Key Benefits

- Ongoing partnership and collaboration with Trust stakeholders.
- Continuous improvement based on evidence and feedback.
- Confidence that Prescribe Digital remains responsive to evolving needs.

Termination & Exit Management

Prescribe Digital recognises the importance of continuity and controlled transition in healthcare services. Our termination and exit management processes are designed to ensure that Trusts retain control of their data and can transition smoothly to alternative solutions if required.

Termination

Termination provisions are governed by the Master Services Agreement (MSA). Trusts may terminate services in accordance with agreed contractual terms, with notice periods and conditions defined to protect both parties.

Key Features

- Clear termination rights defined in the MSA.
- Structured notice periods to allow for orderly transition.
- Flexibility to terminate individual modules (Amplify+® or AISA®) or the full service.

Key Benefits

- Assurance that termination is managed transparently and fairly.
- Reduced risk of disruption through structured notice and planning.
- Confidence that contractual protections are in place.

Exit Management

Prescribe Digital provides structured exit management to ensure Trusts retain control of their data and workflows.

Key Features

- Secure handover of data in agreed formats.
- Support for migration to alternative platforms or providers.
- Documentation of workflows and integrations to support continuity.
- Optional consultancy to assist with transition planning.

Key Benefits

- Assurance that Trusts retain ownership and control of their data.
- Reduced risk of service disruption during transition.
- Confidence that exit processes are compliant with NHS governance standards.
- Smooth handover supported by Prescribe Digital expertise.

Glossary & Definitions

This glossary defines key terms referenced in the Service Definition to ensure clarity and consistency for all stakeholders.

DTAC

Digital Technology Assessment Criteria (DTAC) – The NHS standard for assessing digital health technologies, covering clinical safety, data protection, technical security, interoperability, and usability.

DCB0129

Clinical Risk Management Standard (DCB0129) – NHS requirement for manufacturers of health IT systems to demonstrate compliance with clinical safety risk management processes, including Hazard Logs and Clinical Safety Case Reports.

MHRA

Medicines and Healthcare products Regulatory Agency (MHRA) – UK regulator responsible for ensuring that medicines, medical devices, and healthcare technologies meet safety, quality, and performance standards. Alignment ensures documentation and workflows are compliant and defensible.

DSPT

Data Security and Protection Toolkit (DSPT) – NHS framework for demonstrating compliance with data protection and information governance standards, including GDPR and UK Data Protection Act requirements.

GDPR

General Data Protection Regulation (GDPR) – European Union regulation governing the protection of personal data and privacy. Applicable in the UK alongside the UK Data Protection Act.

ICO

Information Commissioner's Office (ICO) – UK authority responsible for enforcing data protection and privacy regulations. Prescribe Digital is registered with the ICO and accountable under UK law.

SLA

Service Level Agreement (SLA) – Defines service performance standards, including availability, response times, escalation, and exclusions. Formal SLA commitments are detailed in the Master Services Agreement (MSA).

MSA

Master Services Agreement (MSA) – The contractual framework between Prescribe Digital and the Trust, covering terms of service, pricing, SLA commitments, and governance provisions.

CCR

Change Control Request (CCR) – Formal process for managing changes outside the agreed Statement of Work (SoW). Ensures transparency, documentation, and approval before implementation.

PAS / EPR / TIE

- **PAS (Patient Administration System)** – Core NHS system for managing patient records and administrative workflows.
- **EPR (Electronic Patient Record)** – Digital record of patient clinical information.
- **TIE (Trust Integration Engine)** – Middleware used to connect and integrate NHS systems.

This Service Definition should be read alongside the Master Services Agreement (MSA), which sets out formal contractual terms.

For and on behalf of Prescribe Digital



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21 Jan 2026



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21 Jan 2026