

ScriptSwitch® Prescribing

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ScriptSwitch Prescribing is a proven, clinically led clinical decision support solution that supports safer, simpler and more cost-effective medicines optimisation in primary care. Embedded within the clinical systems prescribing workflow and fully integrated with the patient record, it evaluates patient and prescription information before presenting targeted prescribing recommendations, safety alerts and medicines optimisation messages at the point of care. This helps prescribers make informed decisions on the right medicine, at the right time and in the right quantity.

ScriptSwitch helps organisations improve prescribing safety, reduce prescribing spend and improve adherence to local formularies by combining evidence-based national clinical content with the flexibility for Medicines Optimisation teams to localise recommendations.

Recommendations can support safety, dose optimisation, cost-effective switching, waste reduction and quantity limits, helping organisations improve prescribing quality while reducing unnecessary prescribing costs and supporting local medicines optimisation strategies.

The solution is designed to make recommendations easy to act on for prescribers and easy to manage for Medicines Optimisation teams. Prescribers receive clear guidance and switch suggestions and can accept appropriate switches in one click.

Medicines Optimisation teams have access to a web-based portal that brings together content management, analytics and learning materials, enabling profile management, performance monitoring and continuous improvement in one place.

Customers are supported throughout implementation and ongoing delivery by a dedicated Clinical Customer Success Manager, with direct access to customer support teams by phone or email. This support model helps customers mobilise the service, manage their profile, make effective use of analytics and deliver prescribing improvement priorities locally, while retaining control over how recommendations are configured and deployed.

Features

- Prescribing recommendations offering quality, clinical and cost-saving opportunities
- Medication safety messages
- Centrally updated, pre-authored switch and safety message content updated with the latest drug information and clinical evidence.
- Flexibility to author, localise and deploy content to prescriber group/groups in our web based content management tool.
- ScriptSwitch Prescribing Analytics platform
- Optional and on-demand Profile Support Service to help manage capacity pressures

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- Full patient record integration - SNOMED, lab data, medical history, dm+d codes
- Alert fatigue reduction - single-click acceptance, simple user interface
- Dose optimisation switches
- Quantity limit recommendation to manage prescribing volume
- Integrated within all major primary care clinical systems

Benefits

- Improve prescribing safety and quality through evidence-based recommendations
- Reduce prescribing spend through cost-effective prescription alternatives
- Reduce the likelihood of an adverse drug event or a medication related hospital admission
- Drive adherence to local formulary
- View Return on Investment (ROI) at ICB and practice level
- Empower prescribers to make informed prescribing decisions
- Prevent unplanned admissions
- Control to localise pre-authored, national recommendations with low workload
- Rapidly author and deploy recommendations to prescribers within 1 hour
- Recommendations targeted to specific patient cohorts
- A fully managed Profile Management Service to help reduce capacity pressures while maximising prescribing savings and improving prescribing safety.

Support response times

The service desk is accessible by email or phone. Phone support is available from 9am to 5pm UK time, Monday to Friday. Our telephone system targets calls to be answered within 45 seconds, and our email support process provides customers with an automated acknowledgement. Onsite support can also be provided where required.

Support response times are based on the priority and severity of the issue, as defined in our SLAs. Response times range from 1 hour to 8 hours depending on severity.

We offer support based on four priority levels: P1 has a 1-hour response target and an 8-hour resolution target for major disruption affecting many customers, more than one element of the service, or any clinical risk-related issue; P2 has a 2-hour response target and a 2-working-day resolution target for major disruption affecting one element of the service; P3 has a 4-hour response target and a 5-day resolution target for general support issues where impact is minimal, including all service requests; and P4 has an 8-hour response target, with the resolution target agreed with customers for non-urgent issues with little business impact. Users are provided with a unique reference number, and our objective is to resolve issues at the first point of contact where possible. Our targets are to achieve 95% against response and 85% against resolution. Support is also available to third parties.

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Implementation, Onboarding and Training

Enlivio Health will work with the ICB to agree and initiate an implementation project plan for ScriptSwitch. A dedicated implementation team, including clinical, technical and project specialists, will support recommendation profile development, software deployment, training and mobilisation.

Implementation is managed through a structured project approach, beginning with a kick-off meeting and the identification of key stakeholders across the main workstreams. These typically include contracting, governance, profile strategy, training, local formulary alignment, technical installation, practice engagement and initial profile deployment.

The assigned Clinical Customer Success Manager will work with ICB project leads to agree governance, reporting arrangements, success measures, implementation priorities and the planned go-live approach. Enlivio Health will also support the ICB with relevant internal documentation, such as clinical safety, DTAC and information governance questionnaires.

Clinical content and profile set-up are supported through training on Content Manager and access to centrally authored recommendation libraries. Enlivio Health can also work with local formulary priorities and use its pharmacists and pharmacy technicians to build profile content for ICB approval, helping reduce workload for local Medicines Optimisation teams while retaining local control.

In parallel, Enlivio Health will work with the customer's IT team to provide the required software packages, licences and deployment instructions for silent installation to practice desktops. Deployment progress is monitored and supported through regular engagement with IT teams.

Practice engagement is supported through communication templates, activation guidance and introductory sessions where required. Training materials, webinars and supporting information can be tailored to help users get started and support adoption across practices.

Enlivio Health recommends a 10–12 week implementation phase to support full mobilisation across practices, with the timing of initial profile deployment agreed jointly to protect expected clinical and financial benefits.

All learning documentation is hosted on our customer portal and is supplemented by support from your assigned Clinical Customer Success Manager with locally provided sessions. Learning materials include:

- eLearning
- User guides
- FAQ documents
- Online training sessions and recordings

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Product Customisation

Medicines optimisation users can customise the recommendation profile delivered to clinical users in GP practices through the ScriptSwitch content management module. This enables customers to manage and tailor profile content so recommendations can be aligned to local priorities, prescribing policies and practice requirements.

Customers can also determine which features are activated for GP practices, including patient integration, withholding, safety alerts, safety interventions and targeted content. This gives Medicines Optimisation teams control over how ScriptSwitch is configured and used across their local prescribing environment.

Analytics

ScriptSwitch includes a user-friendly, configurable analytics dashboard that helps customers understand service performance, profile engagement, cost savings and return on investment. ScriptSwitch Analytics gives Medicines Optimisation teams practical insight into how recommendations are being used, where value is being delivered and where further opportunities may exist to improve profile performance.

Analytics information is available through real-time dashboards, regular reports and reports on request. This provides Medicines Optimisation teams with timely insight to monitor performance, assess return on investment and identify opportunities for further action.

The dashboard supports financial and operational review by highlighting high-level performance, missed savings opportunities, quick-win switches and practices that may benefit from further engagement. It also supports cost avoidance reporting, helping customers evidence the impact of safety and quality messages where prescribers amend or stop a prescription after receiving an information message

Analytics also helps customers refine their recommendation profile by identifying frequently presented messages that may contribute to alert fatigue, reviewing negative savings and highlighting missing switches that could be added to increase value. Reports can be downloaded as images, PDFs or spreadsheets, or scheduled by email for sharing with stakeholders.

Scaling

The service is designed with scalability as an architectural requirement. Services are monitored to ensure response times and performance remain within agreed service levels, with capacity scaled

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where required. Service throttling can also be used to manage throughput and maintain acceptable resource consumption across memory, processor, disk and network capacity.

Security

Security clearance

All relevant staff security clearance requirements are managed in line with recognised government security clearance expectations. The service supports staff clearance up to Developed Vetting (DV), providing assurance that personnel with access to sensitive environments can be appropriately vetted where required.

Asset protection

ScriptSwitch data is stored and processed in the United Kingdom, supporting UK customer assurance requirements.

Datacentre security complies with recognised standards, and technical assurance is supported by penetration testing at least annually. Testing is carried out through an IT Health Check performed by a Tigerscheme-qualified provider or a CREST-approved service provider.

Data at rest is protected through physical access controls and encryption of all physical media. A documented data sanitisation process is in place, including explicit overwriting of storage before reallocation and controls to ensure deleted data cannot be directly accessed. Equipment disposal is handled through a third-party destruction service.

Data in transit

Data in transit and within the network is protected using TLS version 1.2 or above. helping to protect data while it is moving between service components and environments.

Availability and resilience

The service guarantees at least 98% availability. Systems are designed with high availability and resilience in mind, with the objective of meeting contractual service levels and availability requirements.

Where service outages occur, notifications are provided, ensuring customers are informed through established communication routes.

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Identity and authentication

User authentication is required. Access is protected through two-factor authentication and username and password controls. Access to production and customer-based systems requires the use of authenticator applications, supporting additional assurance for sensitive environments.

Access restrictions are enforced through strong password policies, removal or disabling of default accounts where possible, and controls to ensure default passwords are changed before connection to supplier-owned networks. No guest accounts are present, and local accounts are not used by standard users. Access restriction testing is performed at least every six months.

Management access uses a multi-factor authentication model described as token, PIN and role-based access. This supports controlled administrative access to management interfaces and support channels.

Audit information

Users have access to real-time audit information for both user activity and supplier activity. User audit data, supplier audit data and system logs are retained for at least 12 months, supporting traceability, monitoring and assurance requirements.

Standards and certifications

The service is supported by ISO/IEC 27001 certification, accredited by BSI Assurance UK Limited, with an accreditation date of 28 October 2011. All controls are applicable within the Statement of Applicability. The organisation also holds Cyber Essentials and Cyber Essentials Plus, and further security assurance is supported through the DSP Toolkit.

Security governance

Security governance is overseen by a named board-level person responsible for service security. Governance is certified and aligned to ISO/IEC 27001, Cyber Essentials, Cyber Essentials Plus and the Data Security and Protection Toolkit.

Information security policies and processes are supported by annual mandatory staff training covering privacy, security and GDPR. Completion is reported to direct line managers. Policies are evidenced and support ongoing recertification against ISO 27001, Cyber Essentials and Cyber Essentials Plus.

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Operational security

Configuration and change management are managed through supplier-defined controls and an ITIL Service Transition approach, including configuration, service asset and change management processes. Vulnerability management conforms to recognised standards and is delivered by infrastructure and Enterprise Information Security teams, with patching completed as required and directed through UK patch processes and accreditation requirements.

Protective monitoring includes endpoint protection, malware protection, firewalls, network monitoring and logging, application log management, alerting for unusual behaviour patterns and role-based access control. Data centre access is pre-arranged and logged, and the data centre perimeter is protected by intrusion detection controls.

Incident management follows ISO/IEC 27001-aligned processes and an ITIL Incident Management model, including service reviews with Service Management. Users can report incidents to the customer services team by email or phone and are assigned a unique ticket reference number.

Secure development

Secure software development practices are subject to independent review of processes, aligned to recognised approaches such as CESG CPA Build Standard, ISO/IEC 27034, ISO/IEC 27001 or CSA CCM version 3.0.

Social Value

Fighting climate change

Enlivio Health recognises the importance of the environment in the health of communities. Our commitment/action plan developed in accordance with requirements/timescales set out in the NHS Net-Zero Supplier Roadmap and endorsed by the Enlivio Health Board focuses on:

- Reaching operational net-zero emissions by 2035.
- Achieving 60% reduction in scope 1/scope 2 emissions by 2030.
- Investing in/sourcing 100% of our global electricity demand with renewable sources by 2030.
- Our path to net-zero operations.
- Enlivio Health completed the Evergreen Sustainable Supplier Assessment enabling us to engage the NHS on our sustainability journey, ensuring alignment with the NHS net-zero/sustainability ambitions.

We are committed to reducing our carbon emissions through the following:

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- We support national/local Green Prescribing initiatives.
- Cloud First Principles.
- Promoting digital transformation/sustainable remote working by creating “green jobs”.
- Compliance with NHS Technology Code of Practice.
- Reduce, re-use, recycle in our workplace.
- Providing data visualisation tools and on-demand analytics system, reducing printing.
- Meetings are conducted virtually through Microsoft Teams whenever appropriate, and collaboration can be supported by a range of digital tools to enable effective virtual working.

ScriptSwitch, specifically

- Hosting on UK-based Microsoft Azure platform which is 72-98% more carbon efficient than traditional datacentres, leveraging their commitment to be carbon negative by 2030.
- Aligning with clinical system suppliers’ delivery methodology for desktop applications and move to cloud when technically possible.
- Using interoperability to support green patient initiatives.
- Removing unnecessary travel; System access available from any UK location, reducing the need for users to access physical locations, remote training, and deployment of practice desktop application, where appropriate liaising with customers remotely.
- Supporting ICB Green Prescribing; collaborating with ICB inhaler groups where they exist on reducing high carbon inhaler prescribing–a 120-dose Symbicort metered-dose-inhaler generates about 35kg CO2, similar to a 115-mile petrol car journey.

Covid-19 recovery

Enlivio Health offers a range of Medicine related products/services, including ScriptSwitch to support ICB teams/prescribers with targeting, managing and measuring patients with COVID related needs.

During Covid we supported NHS England with rolling out vaccination programmes for our NHS customers by providing voluntary support from our clinical team and project managers.

We adapted the National Population Health Management Development Programme from face-to-face delivery to an entirely virtually delivered programme, allowing it to be used as a key enabler of recovery, identifying at-risk cohorts and addressing waiting list backlog as examples. This enabled health and care professionals from across Systems to participate, creating an action led thinking environment for teams to focus on proactive care delivery models. Participants reflected on the positive impact of being supported to think about Health and Care provision beyond Covid.

We are driven by our mission of “Helping make the health and care system better for everyone.” In the UK, this has largely manifested by helping ICSs to use a PHM approach to identify, focus on and address unwarranted variation in outcomes for their populations through collaboration,

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integration and transformation to achieve sustainable care delivery, and supporting a stronger workforce. Our services allow us to address health and care system's greatest challenges: Elective Recovery, Tackling Health Inequalities, evaluating impact on wider determinants, and using Whole System Projections to ensure sustainable systems.

COVID-19 highlighted the growing disparity in health outcomes between population groups/communities across England, magnifying the impact of deprivation and isolation on people's health and wellbeing. We are committed to working in partnership with ICSs and through advanced analytics, supporting teams to develop interventions that address the emerging inequalities across their populations.

Internally we encourage workplace conditions that better support the Covid-19 recovery effort.

Tackling economic inequality

At Enlivio Health we combine our knowledge, experience and passion to improve health of our local communities through our people and partners. Enlivio Health firmly believe economic inequalities lead to health inequalities. Technology skills are increasingly important to enable people to make best use of new digital services and take control of their healthcare.

Enlivio Health hosts both regional and home-based roles ensuring that we create nationwide job opportunities.

All Enlivio Health employees are encouraged to take part in volunteering activities and are supported to volunteer during working hours. Logged hours are matched with donations to charity, creating a culture of volunteering as well as enabling us to measure the hours spent supporting important / causes. Enlivio Health seeks opportunities to create formal social value programmes with customers that 'live' within contracts, building programmes to support agreed local initiatives and offer services such as coaching, mentoring and skill development.

Alongside local community skills development, Enlivio Health continue to address economic inequalities:

- Enlivio Health's UK leadership team promote DEI agenda - our teams come from diverse backgrounds, spread across UK, with high percentage in flexible, work from home roles.
- Reducing Gender Pay Gap – promoting flexible working policies, ensuring women represented in senior teams.
- Continued development investment in employees' skills.
- Regularly encouraging employee volunteering in communities we contract/live.
- Supported by evidenced national content, ScriptSwitch enables effective management and creation of local profiles that support prescribers and communities in tackling economic inequality, combined with flexible reporting/analytics to help alignment with National/Regional Medicines Optimisation initiatives (De-prescribing, Polypharmacy, National 16,Green prescribing).

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Equal opportunity

Embracing a range of people and perspectives magnifies our individual and collective contributions

We are committed to providing equal opportunities and avoiding unlawful discrimination in employment and against customers. We make reasonable adjustments to overcome barriers to using services. All companies who provide a service to Enlivio Health are obliged to address barriers that may impede people with impairments from accessing a service.

We are compliant with UK government requirements and report on Gender Pay Gap (GPG). We continue to focus on our talent strategies to provide opportunities for all, ensuring practices support inclusion and diversity.

Internal compliance and ethics policies prohibit discrimination against protected characteristics regarding our employees, customers, business partners, supply chain, vendors, stakeholders.

Wellbeing

Our employees have access to a wide range of wellbeing and employee assistance programmes. This includes a series of wellbeing activities, seminars and events available for all our team members, with recent topics covering eating disorder awareness, a gym/fitness series, menopause seminar, relationships and connections activities. Furthermore, our staff benefits include Gym membership discounts and medical insurance.

We encourage our team members to be involved in volunteering activities as this is shown to improve personal wellbeing and is supported by the business and we hold wellbeing ‘lunch and learns’ where all employees can join virtually.

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