FDB AnalyseRx®

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# FDB AnalyseRx
# Service Definition
# 2026
# G-Cloud 15

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# 1. Executive Summary

FDB AnalyseRx® is the first solution fully integrated into EMIS Web and TPP SystmOne to help NHS primary care teams proactively identify, prioritise and action medicines optimisation opportunities across a patient population. FDB AnalyseRx supports GP practices, PCNs and ICBs to:

- Identify and prioritise organisational focus with system wide insights into your data at ICB, PCN and practice levels in convenient dashboards. Patient cohorts can be set up based on areas of clinical need within your organisation.
- Action and collaborate with the entire primary care team. Opportunities can be actioned immediately with direct access to the patient record, or tasks can be assigned to other team members, with real-time visibility of what colleagues are actioning on to avoid duplication of work.
- Track and evaluate by reporting on activities that have been launched, are in progress or closed across the team role types
- Reduce risk and increase consistency with trusted, clinical content and coding. FDB's in-house clinical experts, author, code and update algorithms referencing the latest evidence-based guidance, including NICE, MHRA and NHSBSA.
- Monitor and optimise medicines opportunities including key therapy areas like Atrial Fibrillation and Stroke, Cardiovascular Disease, Diabetes, Mental Health and Respiratory.

# 2. Solution Overview

FDB AnalyseRx is a medicines optimisation tool which automatically presents medicines optimisation opportunities at an individual patient and population level. FDB AnalyseRx supports ICBs and PCNs in delivering their medicines optimisation strategy by providing healthcare professionals with evidence-based medicines optimisation opportunities relating to best practice, safety and cost. AnalyseRx is designed to support PCNs in delivering the Structured Medicines Reviews and Medicines Optimisation Direct Enhanced Service. The solution enables multi-disciplinary teams to work cohesively to manage the entire medicines optimisation process, and to ensure patients' medications are safe, appropriate, and cost effective.

AnalyseRx automatically identifies and priorities medicines optimisation opportunities across a practice population on a daily basis. It is fully embedded within the clinical system, so no separate log-in is required and the interaction with the clinical system is seamless, and the daily data extraction prevents data being out sync.

As AnalyseRx is fully integrated into the clinical system, it has full and direct access to the patient medical record, which means that patients are easily identifiable and accessible for the clinician without the need to search for, or manually re-identify patients within the system.

The patient specific evidence-based algorithms, authored by a FDB in-house dedicated team of clinicians, clinical researchers and clinical informatics experts are based on national guidelines. The core content within AnalyseRx is maintained, updated or withdrawn by our team in line with national guidance and any changes to the evidence base (for best practice and safety content) or product prices. This ensures that intervention opportunities are tailored for specific workflows and presented in the right contexts where there is an opportunity for action.

AnalyseRx has a huge breadth and depth of clinical content coverage aligning to potential priorities in your organisation – there are over 700 algorithms authored, coded and updated by our clinical experts. These include:

- Drug therapy coverage: high risk drugs like – DOACs, NSAIDs, Lithium
- Disease area including Atrial fibrillation & stroke, CVD including lipid pathway, mental health
- Incentive workstreams including QOF, IIF and medicines of low priority
- Harm reduction workstreams including prescribing safety indicators
- Structured Medication Reviews including proactive and reactive like recent admissions, polypharmacy, care homes and frailty and specifically opioids, benzodiazepines
- Prescribing budget / cost saving opportunities
- Other key areas including vaccinations

**Analytics and reporting capabilities with FDB AnalyseRx**

AnalyseRx reporting and insights are available through a dedicated portal. These reports can demonstrate:

- Medicines optimisation opportunities with the ability to drill down by workstream, disease area etc. The spread of opportunities can be seen across individual practices or PCNs. This aids identification of areas of need and workforce planning.
- Progression of opportunities to in-progress and completion in order to measure workload completed
- System usage – activity by individual users, practices and PCNs. This helps to measure adoption and the progression of medicines optimisation objectives
- Reports are available in near-real time and can be used to review activity across user defined timescales. Reports can be aggregated from practice level up to PCN, Place or ICB level as required.

# 3. Information Assurance

AnalyseRx is hosted on Microsoft Azure and meets all relevant data protection legislation, Caldicott principles and NHS Guidance regarding the handling and processing of data, including Patient Identifiable Data. This can be evidenced by FDB achieving the following:

- Certification to Cyber Essentials and Cyber Essentials Plus standard.
- FDB has published its Data Security and Protection Toolkit (DSPT) submission under Organisation Code 8HV90, with 100% compliance and a Standards Exceeded status achieved.
- Registration with MHRA as a Class I medical device under the Medical Device Directive. Registration ensures compliance with the current legislation and paves the way for future compliance as we transition to the forthcoming Medical Device Regulations.
- Code of Connection approved through NHS Digital under ODS Code 8HV90.
- Registration with ICO on the Data Protection Register under Register Number: ZA274627.
- Hosting supplier accreditation to ISO 27001. A copy of their certificate is available upon request.
- Accredited to ISO 13485:2016 with SGS since 2023.
- Replicated NHS Information Governance structure to include the appointment roles including: Caldicott Guardian, Information Governance Manager, Senior Information Risk Owner, Data Protection Officer. FDB has also established Privacy Champions across the business to ensure all processes and policies are monitored for potential information governance concerns or queries.
- All staff undertake annual Information Governance Training in line with NHS Level 1 and at the date of submission, 100% of staff and contractors have completed this training for 2025.
- Data Protection and Impact Assessment (DPIA) for AnalyseRx.
- Data Sharing Agreement in place between FDB and its customers.
- AnalyseRx is hosted on Microsoft Azure, which holds the following accreditations:
    - Certified with ISO 27001
    - Certified with ISO 27017
    - Certified with ISO 27018
    - Certified with ISO 22301
    - Certified with ISO 9001
    - Certified with ISO 20000
    - CSA STAR

FDB would be happy to produce a copy of certificates upon request.

# 4. Disaster Recovery Provisions

FDB has several processes within the business to manage service failure/outages which include both reactive and proactive processes.

If an outage/failure should occur, we have four main processes to manage resolution:

- Handling customer queries
- Technical support

- Managing a non-conformity
- Out of Hours support

These processes combined help FDB quickly and efficiently respond to outages/failures if they should occur.

In relation to AnalyseRx service and data stored, AnalyseRx has full business continuity/disaster recovery facilities with replication of data to multiple data centres. In the event of technical issues our Recovery Point Objective (RPO) is 15 minutes, and Recovery Time Objective (RTO) is 8 hours as per contract SLAs to avoid unacceptable consequences associated with a break in continuity.

FDB has performance and uptime SLAs that are constantly monitored and reviewed, to ensure we have adequate capacity to support our expanding customer base.

For the AnalyseRx solution, we have extensive monitoring and alerting that helps us monitor possible issues before they become significant to customers. In the rare instances that service is interrupted, FDB's monitoring system will quickly alert our IT teams and we will carry out a full investigation in partnership with the clinical system provider, where necessary, to identify and enact a resolution.

We will work with each customer to make them aware of any potential issues and provide details of the proposed resolution (once agreed).

Although AnalyseRx is fully integrated with TPP SystmOne and EMIS Web, in the event of an AnalyseRx outage, the underlying clinical system can continue to be used for clinical decision support until such time as the system is resolved, thereby minimising impact to end users.

In addition, FDB has implemented the following security measures to proactively prevent a breach:

- The AnalyseRx solution is hosted on the Microsoft Azure Cloud Platform in the UK and there is no international transfer of data.

- By default, all storage containers and databases are encrypted. All transactions are encrypted and decrypted in real-time. All connections to the database are made using industry leading secure methods (SSL/TLS).

- Access to all environments is controlled by the creation of secure user accounts, linked to their active directory account facilitating the use of Enterprise level, Multi-factor Authentication. Log files will identify access attempts and actions and will be exported to Security Incident and Event Management systems for regular analysis and audit. Administrator account lists are reviewed through audits on a regular basis.

- The Prescribing API is not exposed on the public Internet, which dramatically reduces the likelihood of attack. All network connections to and from the AnalyseRx services are over SSL-secured connections, and cloud-based firewalls are configured to prevent access to the environment by unauthorised users. Access to the endpoint is protected by a firewall.

- The AnalyseRx Portal (which is the only Internet-facing component) is behind a WAF (Web Application Firewall).

- FDB completes annual penetration testing through a third party contracted supplier. Subject to the findings, a Security Implementation Plan is put in place and risks will be managed on an ongoing basis until resolved.

- Information risk assessments are performed at least once every six months on all information assets where they have been assigned 'ownership' following guidance from the SIRO on assessment method, format, content and frequency. Information Asset Registers are audited, and Risk Assessed annually and will involve Information Asset Owners plus Heads of Departments, Team Leaders, and other staff as necessary. Aspects of security will be looked at during these audits and can be utilised to help complete this review.

- All client machines are either currently supported versions of Windows or Mac. Server machines are current versions of Windows or Linux. Software is licensed through enterprise agreements with vendors. Workstations are enrolled in the Windows Update for Business Microsoft service. All Critical and High patches are applied immediately upon release from Microsoft. All third-party applications installed on workstations are set to auto-update where possible.

- The Head of IT & Software is responsible for ensuring that backup copies of all data including the network configuration are taken regularly in accordance with IT local procedures and relevant SLAs such that services and data can be restored in accordance with requirements. Backups are encrypted.

- The Information Governance Manager will ensure that reviews of security and access arrangements within each area are scheduled and undertaken on a regular basis and recorded on the report as required.

- If any detection system identifies a threat (potential or active) we revisit the risk assessment relating to our security controls.

If an issue is discovered by an end user, it can be reported to FDB using the contractual SLA and we will work together to reach a mutual resolution.

# 5. On-boarding Process

The FDB AnalyseRx deployment package of support includes a dedicated Clinical Account Manager, a dedicated Implementation Specialist together with our customer services team, who will work with the PCN/ICB to manage the set-up and configuration process of practices. This team can draw upon additional support from our Content and Technical teams as needed to ensure a smooth and successful deployment. In addition, we will work with your organisation to engage key stakeholders, align on objectives and expectations and support successful adoption of AnalyseRx across practices.

The total setup period is approximately 8-12 weeks from commitment to proceed through to switching on at the practices. This can vary subject to local requirements and will be fully documented in a mutually agreed Implementation Plan.

# 6. Off-boarding Process

FDB AnalyseRx is an integral modular component of the clinical system and can be instantly de-activated by disabling the Data Sharing Agreement and disabling the Unity Portal.

# 7. Service Management Details

First line support will be provided by your GP system vendor. FDB's customer service department will be available between 9.00am to 5.30pm (GMT) Monday to Friday, excluding public holidays in England (the "Contracted Support Hours"). Support may be requested by email or telephone, and voicemail is available outside of Contracted Support Hours to enable you to log any support requirements. Support calls raised outside of Contracted Support Hours shall be actioned from the start of the next Contracted Support Hours. All support queries are logged and assigned a unique reference number. Support activity is logged from the time of initial receipt through to resolution and can be reported on at any given time within the Contracted Support Hours.

# 8. Training

On site/virtual demonstrations of how FDB AnalyseRx is implemented within the clinical software, and any necessary training, can be provided for GPs, practice staff and other end users. Training is also provided to commissioners on how to use our AnalyseRx reporting suite.

User guides, training videos and associated support materials will be made available as part of the on-boarding process and will be available throughout the contract term.

# 9. Ordering and Invoicing Process

Invoices for the Licence Fees and any other applicable charges shall be issued in accordance with the Call-Off Contract. All invoices shall be payable within thirty (30) days of receipt of a valid invoice. All payments shall be made in pounds sterling.

# 10. Termination Terms

Termination terms are as set out in the Call-Off Contract.

Upon termination or expiry, each party shall, within fourteen (14) days, return or securely destroy all Confidential Information belonging to the other party. Where destruction is requested, written confirmation shall be provided within seven (7) days of completion.

# 11. Customer Responsibilities

The customer shall:

- promptly submit Patient Declarations in accordance with the Agreement between the parties;
- ensure that FDB AnalyseRx users are in compliance with all reasonable specifications and other reasonable instructions given by First Databank UK Limited from time to time and notified to Licensee in writing and are otherwise in accordance with the provisions of this Agreement;
- upon reasonable notice provide First Databank UK Limited or its authorised representative free access at any reasonable time during working hours to the premises and necessary members of staff for the purpose of implementing FDB AnalyseRx, delivering training as agreed and ensuring you are observing the obligations contained with the agreement between the parties;
- accept responsibility, through its End Users, for Administration of the Licensed Solutions. Licensee shall indemnify FDB in respect of the Administration of the Licensed Solutions within the Vendor System; and be required to accept and communicate the following disclaimer:

IMPORTANT NOTICE:

First Databank UK Ltd (FDB) is proud of the extensive editorial and quality control procedures which it has developed over many years. However, since every patient's history is different, and even the most exhaustive sources of information cannot cover every possible eventuality, you should be aware that all information is provided from the FDB Solutions on the basis that the healthcare professionals responsible for patient care will retain FULL and SOLE responsibility for deciding what treatment to prescribe or dispense for all patients and, in particular whether the use of any drug or other products is safe, appropriate or effective for any particular patient or in any particular circumstances. This is because (and all healthcare professionals should bear in mind):

1. The FDB Solutions are intended to supplement, not substitute for, the expertise and judgment of physicians, pharmacists or other healthcare professionals and should not be taken as an indication of suitability of a particular treatment for a particular individual.
2. The FDB Solutions and those who are responsible for their construction, operation and maintenance do not know the particular circumstances, condition or medical history of particular patients or groups of patients and so cannot advise as to particular cases.
3. While the FDB Solutions use reputable sources of information, such as published data of pharmaceutical manufacturers, it does not validate or verify the information received from third parties.
4. The information stored on the FDB Solutions is not exhaustive. It therefore cannot be relied upon as complete.

Although the information stored on the FDB Solutions is updated on a regular basis, healthcare professionals should ensure that they are satisfied that the information they have is current.

# 12. Technical Requirements

The ICB will require the following to use the FDB AnalyseRx portal:

- Internet connection

Each GP practice will require:

- FDB AnalyseRx
- Compatible clinical system
- Valid licence with vendor clinical system
- Internet-connected browser compatible with IE11 or above
- Data Sharing Agreement activated in vendor clinical system

FDB shall outline full technical requirements as part of the onboarding process.

# 13. Trial Service

On request.

# For more information please contact:

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