

A photograph of an elderly man with grey hair and glasses, wearing a tan jacket and blue jeans, sitting in a wheelchair. A woman with blonde hair, wearing a red polo shirt and blue jeans, stands behind him, smiling and placing her hands on his shoulders. They are outdoors on a paved path, surrounded by lush green trees and foliage, suggesting a park or a sunny day in a wooded area.

# 2021 Market Review Health and Care

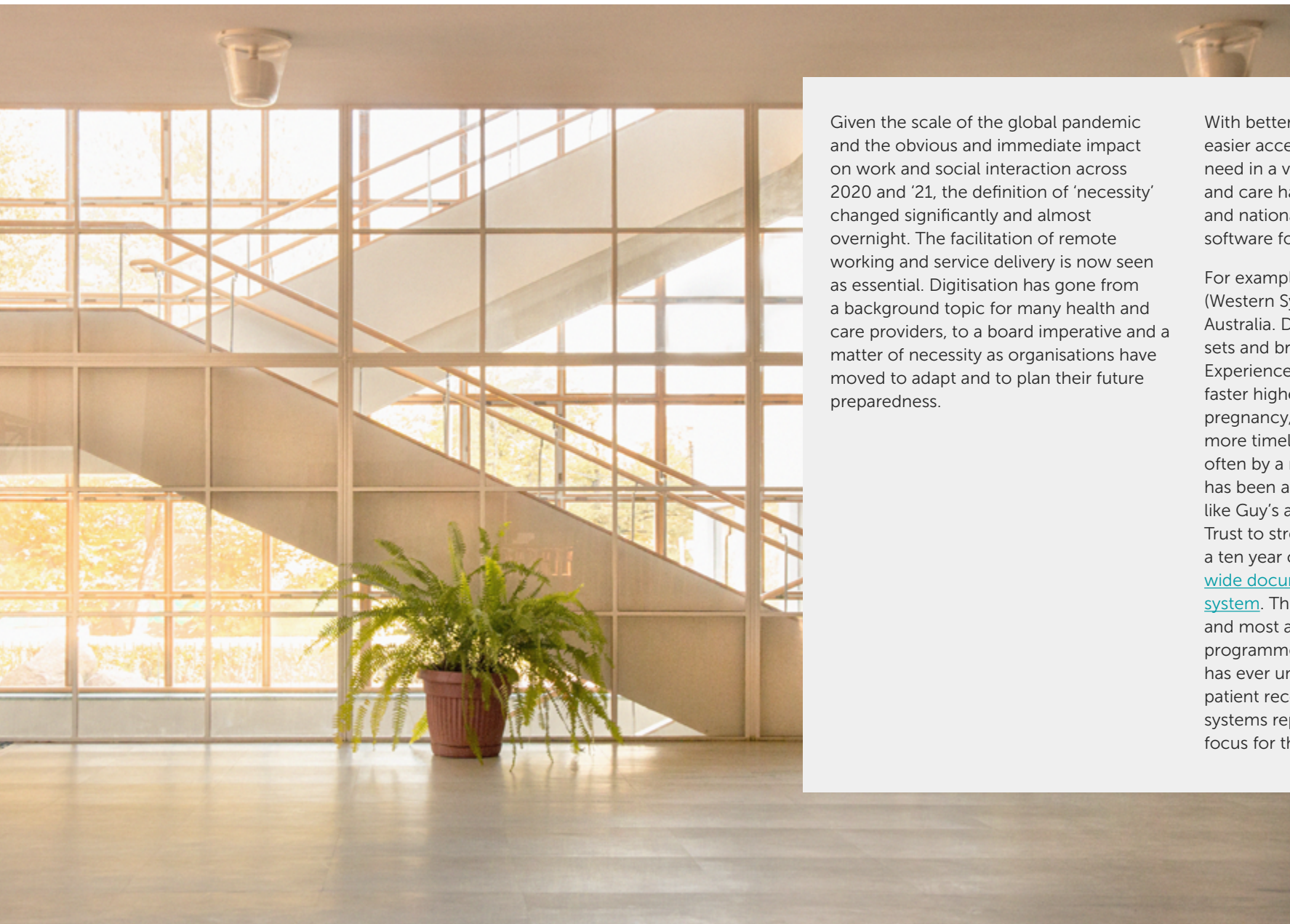
Building the smart software that  
helps improve public services



Health and care remains a core market focus for Civica, extending on our 30 year track record in the sector. Civica now works with 500 health and care providers in the UK, Australia and North America with our cloud software used to help digitise services, automate processes and improve clinical, financial and workforce outcomes.



# The way we see it



Given the scale of the global pandemic and the obvious and immediate impact on work and social interaction across 2020 and '21, the definition of 'necessity' changed significantly and almost overnight. The facilitation of remote working and service delivery is now seen as essential. Digitisation has gone from a background topic for many health and care providers, to a board imperative and a matter of necessity as organisations have moved to adapt and to plan their future preparedness.

With better use of data, and a focus on easier access to the data that clinicians need in a variety of locations, Civica health and care has seen many organisations and national health systems look to our software for a solution.

For example, in the Auburn Hospital (Western Sydney Local Health District), Australia. Data assimilated from multiple sets and brought into our Civica Experience software has helped generate faster higher quality care for early stage pregnancy, reducing risk and prompting more timely antenatal care. Underpinned often by a rationalisation of systems, Civica has been able to support leading providers like Guy's and St Thomas' NHS Foundation Trust to streamline their processes, signing a ten year contract to deliver an [enterprise-wide document and content management system](#). This is part of one of the largest and most ambitious digital transformation programmes that a UK healthcare provider has ever undertaken. Digitally-based patient records and electronic prescribing systems represented another key area of focus for the UK's NHS leadership.



In March 2021, we were proud to sign our largest sector deal to date to provide an [integrated digital platform for Greater Manchester Mental Health NHS Trust](#). The deal, which builds on our Cito software, is a significant transformative investment by the trust who have already expanded the scope of the contract to extend the service to two of their neighbouring trusts. [Betsi Cadwaladr University Health Board](#) and [Gloucestershire Health and Care NHS Foundation Trust](#) also looked to Civica to support their digital transformation programmes, with the generation of unified patient records, available to clinicians at the point of care, wherever that may be.

Championing enhanced accuracy, safety and efficiency in prescribing we were delighted to enter a multi-year contract with [Sussex Partnership NHS Foundation Trust for our Civica Prescribing solution](#). Similar multi-year partnerships were struck with [Lincolnshire Partnership NHS Foundation Trust](#), [Northamptonshire Healthcare NHS Foundation Trust](#) and [Hertfordshire Partnership University Foundation Trust](#).

Cloud is of course the backbone technology applied in all these situations and we continue to exploit its functionality to the full. In Australia, [Civica Ensure in the cloud has allowed private health insurance entity Hospitals Contribution Fund of Australia \(HCF\)](#) to undergo one of the most comprehensive digital transformations for any financial services company to date. And that has led to a further major digital transformation contract in the Australian market, using Civica Ensure.



Acutely noticed in the UK but also in other geographies, staff engagement, retention and recruitment has become an even greater strategic priority issue for the majority of public health system entities. Whilst the overall availability of talent is outside our control, Civica was very pleased that we could support the NHS with our Trac recruitment product to maximise reach to potential candidates. As trusts in the UK managed record hiring volumes through '20 and '21, we were able to enhance the efficiency of hiring with enhancements to DBS (Disclosure and Barring Service) and HR service elements of the Trac product. This sort of innovation will continue to be a priority in 2022 and beyond.

Globally, we've seen the issues faced in one geography are typically faced by others. Cost management within public health systems, being a prime example. With years of application and enhancement in the UK and significant learnings from the NHS journey in patient level costing, our CostMaster software is now being deployed in Singapore. Providing a national costing solution working across 35 public hospitals, along with local GPs, care homes and community care, this will support Singapore's drive to be a global leader in the delivery of value-based healthcare.





# The future of the sector



The UK government has now established a clear ambition with their report "Putting data, digital and tech at the heart of transforming the NHS". With a citizen and patient centred approach to the thinking, the ambition established will need to continue leveraging cloud technology and advanced tech, with an associated focus on the data that fuels the systems. This is heart-land territory for Civica and we're excited by the opportunity to continue working in this environment, be it for the UK's NHS or healthcare entities across our other geographies.

With a growing holistic approach to health and care – and greater understanding of all elements of the health ecosystem and how they need to operate together, the UK government's focus on the digitisation of social care is timely. A patient centred end to end healthcare system, that links GPs and primary care with secondary and tertiary care and then back into the community and social care, will need to work smarter. Greater use of technology – including AI (artificial intelligence) for workforce and care delivery optimisation (as one example) is what we see as necessary and where we plan to add significant value. As the volume of digital data increases at an exponential rate, there is an imperative to develop tools that are smart enough to identify the relevant information. One of our newest additions to the product range is Aurum which uses the power of AI to harness value from

big data and provide insights into key opportunities to drive change.

In Australia and NZ, digital support for the care sector is arguably more advanced than the UK – spurred on by the likes of the Australian Royal Commission for Aged Care and Disability and their hope for advancing digital reform in the sector. Aligned to this agenda, we added new capability to our Carelink Go product, which will support an increasingly mobile care workforce. But we know that more will need to be done to meet the ever increasing demand for services

Our Civica development programme across all our health and care solutions will continue to look to these vision pieces and in line with our own philosophy, we will keep asking how we can take solutions further. At a national and local level this won't be without challenges – including adopting new ways of working and how healthcare system funding works; but Civica is certainly excited by being in the midst of this sort of challenge and transformation.

# Where we want to go

Helping address the challenges faced by front line health services, through digital transformation, irrespective of geography, remains at the forefront of Civica's culture and philosophy. Clearly Civica has substantial experience in the UK and with NHS. But we are excited by the opportunity to re-apply that experience in Australia, Singapore, Canada and the USA and building out our international business is a key focus.

We expect to support this digital transformation work through the ongoing enhancement and development of our software, but also through targeted acquisitions - Medical Billing and Collection, the UK's number-one digital billing service provider to the independent medical practitioner sector, an example from our 2021 acquisitions. More are planned for the future.

// It is genuinely exciting to see the emphasis now being placed on digital transformation in the healthcare industry. This journey of transformation is quickly gathering momentum and it will encourage all of us to perform better and to drive change, for the benefit of patients and citizens."

**Steve Brain**, Executive Director, Civica Health and Care



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