Transforming Efficiency, Compliance and Patient Care in UK Healthcare

## With Digital ESignature Workflows

E-Sign®

Contents

Executive Summary

E-Sign is a secure, scalable digital document solution purpose-built for the UK healthcare sector.

With NHS budgets under historic strain and compliance demands rising, E-Sign helps organisations cut costs, reduce risk, and deliver better care without compromising on usability.

Already used by major NHS trusts, E-Sign has demonstrated measurable impact in real-world healthcare settings.

The platform integrates seamlessly with existing EHR systems and is backed by UK-based onboarding and support teams.
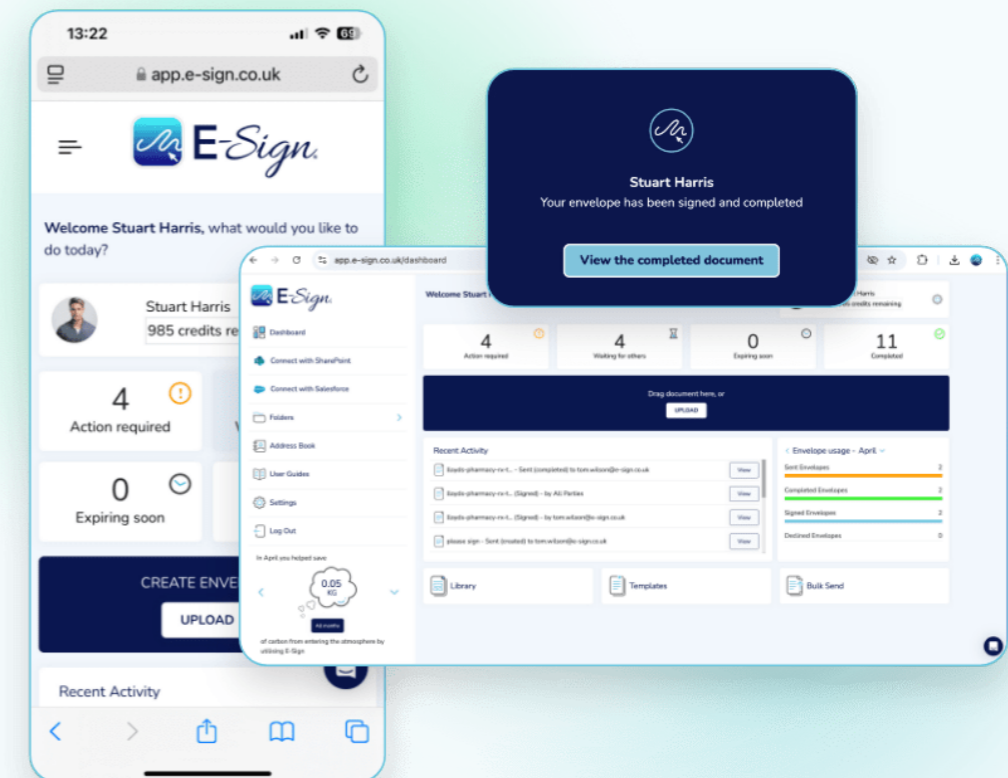
Trusted by

The Challenge: NHS Budget Constraints & Digital Imperatives

Financial Pressure on Healthcare Organisations

The NHS is facing one of its most challenging financial periods, with **budgets projected to be cut by up to 50%**. This financial reality requires healthcare organisations to identify operational efficiencies that:

- Reduce administrative costs
- Optimise clinical time utilisation
- Improve security and compliance standards
- Maintain or improve quality of care

Government Mandate for Digitisation

In 2023, the UK government set a target for 95% of NHS trusts to implement electronic health records (EHR) by March 2025. As of May 2025, only 91% have met this requirement, falling short of the mandate.

Even among those with EHR systems, many rely on paper-based processes alongside digital tools. These hybrid workflows introduce inefficiencies, increase compliance risks, and limit potential cost savings.

The pressure is now on trusts to fully digitise remaining paper processes and move beyond basic adoption toward comprehensive digital transformation.

Increasing Risk

From clinic letters and prescriptions to discharge summaries and referrals, health documents are critical medical records and carry serious legal responsibilities.

Under the **NHS Records Management Code of Practice**, healthcare organisations must ensure:

- Accurate and timely documentation
- Secure and auditable handling
- Proper retention and disposal in line with policy

Any breakdown—misfiled documents, unsecured sharing, delays in communication, or poor version control—can constitute a breach. GDPR fines can reach **£17.5 million or 4% of annual turnover** (whichever is higher).

E-Sign Key Benefits and Impact

⊘ Cut Costs, Reinvest In Care

Storing and transporting paper documents costs NHS trusts around £3 million a year. E-Sign eliminates these overheads, freeing up resources for frontline care without compromising compliance.

⊘ Best-In-Class Security

Paper-based workflows are vulnerable to fraud and unauthorised access. E-Sign safeguards clinical and administrative records with SSL encryption and secure UK-based data centres.

⊘ Legally Binding E-Signatures

E-Sign ensures compliant signatures through identity verification, tamper-proof PDFs, and audit trails—meeting eIDAS, UK GDPR, DSP Toolkit, and NHS Digital standards.

⊘ Reduce Turnaround Times From Days To Minutes

85% of E-Sign documents are completed in under a day, helping patients get timely access to treatment, prescriptions, and appointments.

⊘ Easy To Adopt And Scale

E-Sign's intuitive interface ensures a seamless experience for both healthcare staff and patients, with minimal training required. Built for organisations of any size, it can be rolled out in a single department and scaled trust-wide as your needs grow.

How do UK Healthcare Organisations use E-Sign?

Prescriptions

The Challenge

Paper prescriptions are time-consuming, prone to loss or error, and contribute to significant paper waste and inefficiencies.

The Digital Transformation Opportunity

Faster Processing

Prescriptions are securely transmitted directly to pharmacies, accelerating patient treatment and reducing bottlenecks.

World Health Organization

PRESCRIPTION ORDER

Signature

3

MINUTES PER PRESCRIPTION

The World Health Organisation (WHO) reports that digital ordering saves GPs an average of **3 minutes per prescription.**
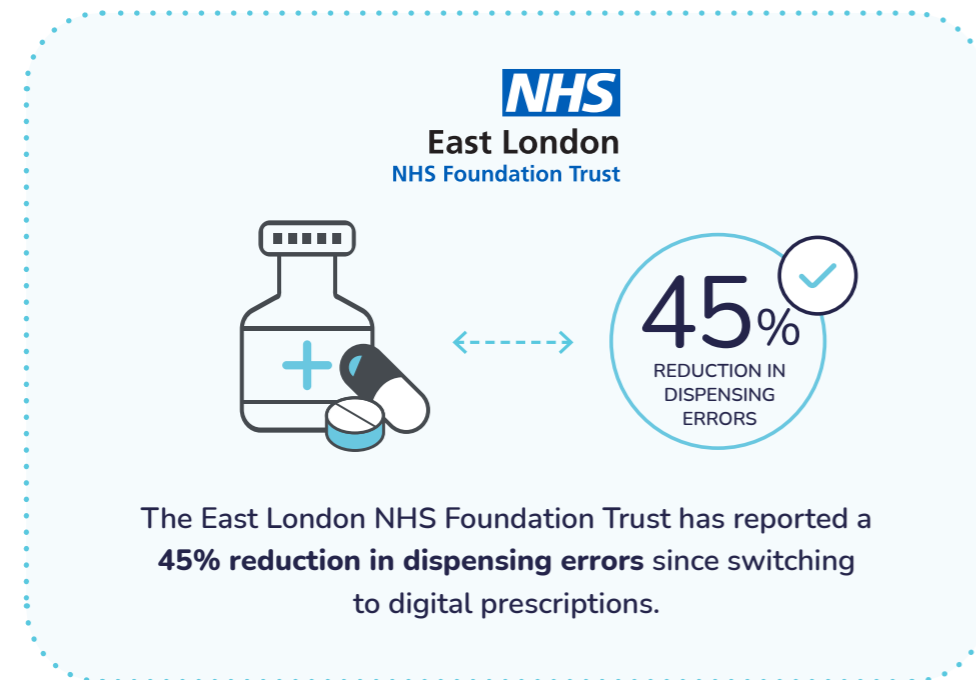
Error Reduction

Minimise human errors, such as misinterpretation or loss of handwritten prescriptions. Each transaction is digitally recorded and traceable, which greatly increases process accuracy.

E-Sign also provides the option to decline the prescription if errors are present and notifies the sender for quick rectification.

Enhanced Security and Oversight

Every prescription is logged with a timestamp, IP address, and audit trail, helping prevent fraud and ensuring accountability.

NHS
East London
NHS Foundation Trust

45%
REDUCTION IN
DISPENSING
ERRORS

The East London NHS Foundation Trust has reported a
45% reduction in dispensing errors since switching
to digital prescriptions.

Sustainability Gains

Digital prescribing supports NHS environmental targets by cutting paper use and reducing carbon emissions.

Real Impact With E-Sign	9,172kg CO2 equivalent reduction	£95,324.44 annual savings
NCHA	12 months after adopting E-Sign	from kWh reduction (based on mailing alone)

System Integration and Scalability

E-Sign's digital prescription module integrates seamlessly into existing electronic health record (EHR) systems, delivering a unified solution that spans the entire patient care continuum.

Its scalability ensures that both small clinics and large hospital networks can benefit from reduced administrative overhead and enhanced patient care.

Testimonial

" E-Sign has proven to be a fantastic system that has had an important positive impact on our homecare prescription services. It has enabled us to significantly reduce the administrative burden on clinicians, creating a lean process that allows prescriptions to be signed and completed within minutes rather than days.

The combination of E-Sign and our new prescription management platform has transformed our workflows, allowing us to improve the service we provide.
A patient's health is at the end of each document, and E-Sign has helped us ensure that every document is processed quickly, securely, and accurately. "

Raghu Mamullapally,
Lead Pharmacist of Homecare Services,
University Hospitals of Portsmouth

NHS
Portsmouth Hospitals
University
NHS Trust

Appointment Letters

The Challenge

Missed appointments (DNAs) remain a significant strain on NHS resources, with each one costing an **estimated £160**. This adds up to over **£1 billion annually**.

MISSED APPOINTMENT
ESTIMATED £160

£1B
ANNUALLY

OVER **£1 BILLION**
ANNUALLY

The Digital Opportunity

Enhanced Communication
Interactive response options enable patients to confirm, reschedule, or query directly through their devices.
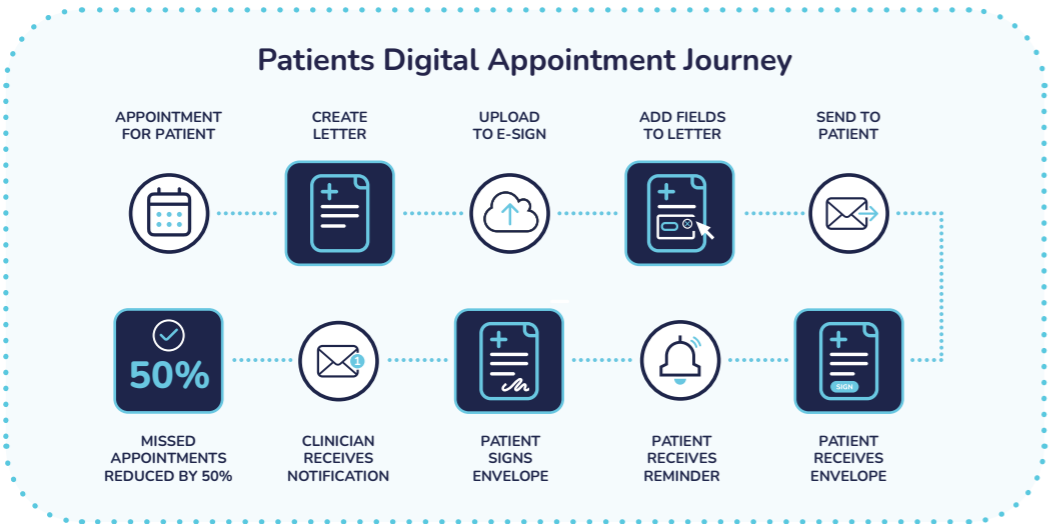
Operational Efficiency
Appointment data is updated in real time, helping staff manage calendars more effectively and reallocate freed-up slots.

Higher Engagement
Timely reminders and easily accessible digital confirmations foster improved patient engagement and higher adherence rates.
The system can be integrated with existing hospital management software, ensuring interoperability and minimal disruption.

Patients Digital Appointment Journey

APPOINTMENT FOR PATIENT · CREATE LETTER · UPLOAD TO E-SIGN · ADD FIELDS TO LETTER · SEND TO PATIENT

50%

MISSED APPOINTMENTS REDUCED BY 50% · CLINICIAN RECEIVES NOTIFICATION · PATIENT SIGNS ENVELOPE · PATIENT RECEIVES REMINDER · PATIENT RECEIVES ENVELOPE

Consent

The Challenge

Paper-based consent forms are vulnerable to delays, missing documentation, and potential legal risk. This is especially the case when forms are incomplete, unclear, or misfiled.
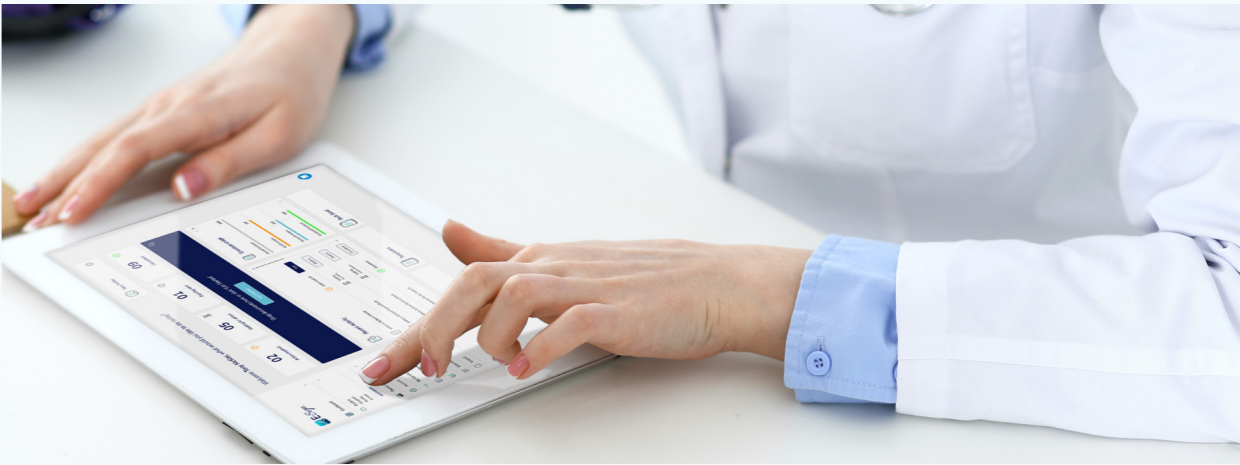
The Digital Opportunity

Compliance and Risk Reduction
Digital signatures include full audit trails with timestamps, locations, and device IDs, ensuring consent is verifiable and legally defensible.

Streamlined Processes
No printing, scanning, or manual follow-up. Automated workflows notify staff and patients when signatures are due or overdue.

Improved Patient Experience
Patients can review and sign forms remotely at their convenience. This accessibility leads to better-informed decisions and strengthens trust between patients and providers.

Clinical Readiness
Signed consent is available instantly within the clinical system, enabling quicker clinical decisions and boosting patient safety in time-sensitive situations.

Operational and Financial Impact

- Reduced legal exposure and admin time
- Improved patient throughput in surgical or procedural units

Clinic Letters

The Challenge

An estimated 75 tonnes of CO₂ are emitted daily through paper letters, adding up to **525 tonnes weekly.**

At the same time, postal delays can disrupt continuity of care and create unnecessary friction between primary and secondary care teams. The Royal College of Physicians requires GPs to receive clinic letters within 10 days, yet NHS Digital reports **31% of letters fail to meet this standard**.

The Digital Opportunity

Cut Costs and Emissions

E-Sign allows healthcare organisations to cut paper, printing, mail, and storage costs completely. Organisations can also see exactly how many kilograms of CO2 they've avoided with E-Sign's dashboard, making it simple to show progress on NHS Net Zero targets.

> **NHS**
> **Royal Devon University Healthcare**
> **NHS Foundation Trust**
>
> The **Royal Devon University Healthcare NHS Foundation** Trust estimates switching to digital clinic letters will save **£967,000** over two years and significantly decrease carbon emissions.

Improved Patient Experience

Unlike postal systems, digital letters ensure the near-instantaneous delivery of critical communications between healthcare providers and patients. This not only ensures a better experience for patients but also protects providers from compliance risks associated with lost letters or delayed handling of sensitive clinical correspondence.

Ensure Compliance

All clinic letters are fully tracked from draft and clinician sign-off to delivery and patient open-receipt, providing an immutable audit trail for CQC inspections.

Operational and Financial Impact

- Reduction in letter turnaround time from days to minutes
- Reduced legal exposure and admin time

Integrate your EHR with E-Sign

E-Sign easily integrates with your EHR and other software through API and automatic integrations.

✓ **We also work closely with your organisation to create tailored, integrated solutions that perfectly meet your technical requirements.**

✓ **The E-Sign Developer Hub and API guides offer useful guides and a built-in playground for testing.**

E-Sign

E-Sign Accreditations & Certifications

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- **ISO 27001:** This certification demonstrates a commitment to robust information security management practices.
- **ISO 9001:** This certification ensures that we continue to improve performance, meet customer expectations and demonstrate our commitment to quality.
- **PCI-DSS Compliance:** Ensures the platform's readiness to handle sensitive financial data and card transactions securely.
- **SOC 1 Type 2 and SOC 2 Type 2 Reports:** Validations that affirm the integrity, confidentiality, and availability of the service's systems and data.
- **Regulatory Compliance:** Adherence to regulations such as 21 CFR Part 11, eIDAS, GDPR, and the ESIGN Act further underscores the platform's commitment to legal and operational excellence


Built for scale

1.1 million	20,000	400,000
documents processed per month	new signers per month	envelopes sent per month

Security

E-Sign's security architecture is engineered to protect sensitive information and ensure the integrity of every transaction.

Advanced Data Protection	Multi-Factor Authentication (MFA)
E-Sign operates from UK-based data centres with state-of-the-art servers, fortified by commercial-grade firewalls, border routers, and 24-hour on-site security.	Password and SMS-protected document access, coupled with selectable password strengths and 2FA for resets and login, provide additional layers of security.
Digital Certificates & Audit Trails	**Physical and Cyber Integration**
Every signing event is timestamped and documented with digital certificates, capturing IP addresses, device details, and precise time/date stamps.	The synergy between digital encryption protocols and strict physical access controls ensures data is safeguarded against both cyber and physical threats.
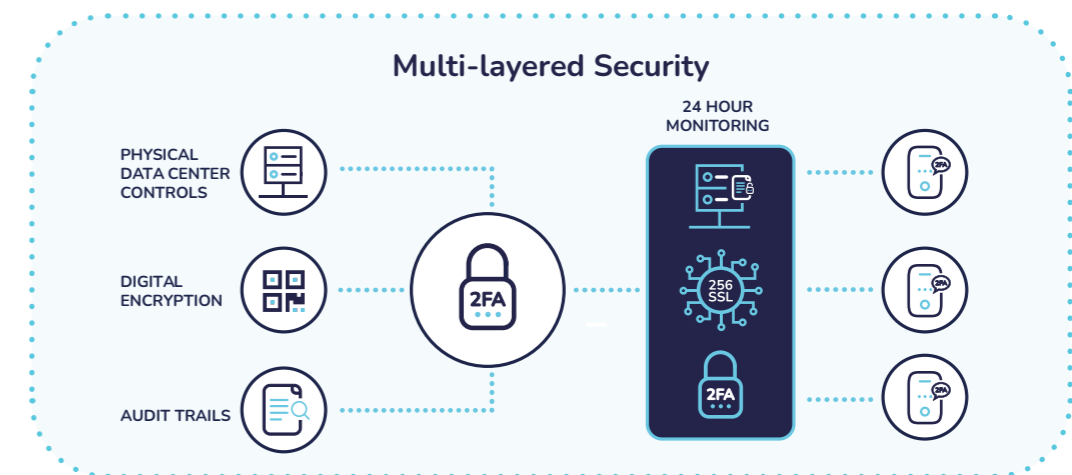
Compliance and Ongoing Vigilance

Regular audits, continuous security monitoring, and proactive threat assessments form the backbone of E-Sign's security measures.

This ongoing vigilance ensures that as cyber threats evolve, the platform remains a step ahead, maintaining high levels of compliance with internationally recognised standards.

Future-Proofing and Innovation in Security

E-Sign continuously invests in next-generation security technologies. Anticipating future challenges, the company is exploring machine-learning-driven threat detection, automated incident response systems, and enhanced biometric verification methods to further secure digital transactions.

Privacy

Data privacy is not only a regulatory requirement, but also a fundamental component of earning and retaining patient trust.

GDPR and Global Standards

E-Sign is fully compliant with the General Data Protection Regulation (GDPR), alongside other international data protection frameworks.

Rigorous internal policies are regularly updated to reflect new regulatory requirements, ensuring data is processed lawfully and ethically.

Binding Corporate Rules (BCRS)

E-Sign has obtained approval for its application for Binding Corporate Rules, recognised globally as a benchmark for data protection.

Corporate Privacy Policies

E-Sign continuously reviews and enhances its corporate privacy policies and procedures, ensuring business and personal data are shielded against unauthorised access or breaches.

Why choose eSign?

Trusted by healthcare leaders

With long-standing partnerships across the healthcare sector, including the NHS, NCHA, and other key organisations, eSign has proven expertise in delivering efficient and cost-effective electronic signature solutions that meet the unique demands of healthcare providers.

Built for healthcare compliance

eSign helps teams stay on the right side of regulation, with full compliance with 21 CFR Part 11 and GDPR. Every signature captured through our platform is legally enforceable, securely protected, and accompanied by a complete audit history, supporting robust data integrity and safeguarding patient information.

Only provider on the UK government's high security network

The PSN, eSign demonstrates robust data protection and resilience. This ensures your sensitive healthcare information remains safe and compliant with national security requirements. The PSN is a high-performance network that enables public sector organisations to collaborate, share resources, and reduce duplication.

Get the signing solution your staff and patients need

Contact eSign on: 📱 **0330 912 0776**

To discuss your document requirements and book a demo of the platform email:

✉ **Email: info@esign.co.uk**

Case Studies

NCHA
NATIONAL CLINICAL HOMECARE ASSOCIATION

- **80% reduction** in prescription process time **(2 days to 2 hours)**
- **9,172kg CO2 reduction** over 12 months (inclusive of paper, envelopes)
- Qualitatively, staff have also reported an improved audit log and reduction in delays due to multiple staff being assigned to prescriptions in case of absence

" Out of twenty companies who responded, we chose E-Sign because they were the most responsive, understood the challenges involved and helped us to build a robust, persuasive business case behind the project. Given the scale of prescriptions going through, it was also important that a cost-effective solution could be delivered. "

Chris Carver | Chief Operating Officer

NHS
Portsmouth Hospitals University
NHS Trust

- Prescription turnaround time reduced from **10-14 days to just 6 minutes**
- **2 hours saved** per clinician on prescription processing.
- Repeat prescriptions processed in **just 6 seconds**

NHS
University Hospitals of Leicester
NHS Trust

- 8165.83kg **CO2 reduction**
- Time dedicated to paper prescription filing (3 days per year) has been **eliminated**
- Ability to process prescriptions **from any location** supports cross-site working

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Amy Page | Kidney Pharmacy Team

Expert Help, When You Need It

Our dedicated UK-based support team are available by phone, email, and live chat within the platform to assist with any technical queries regarding migration, onboarding, or general support.

E-Sign

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