

Regulatory Requirements and Compliance

This document outlines the standards and guidelines set for digital health technology services in the UK and explains how Data Ravens fulfils these requirements.

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1. **Technical Security** Data Ravens is in the process of obtaining the Cyber Essentials Certification, a government-backed initiative supported by the National Cyber Security Centre (NCSC). This certification is designed to fortify organisations against online threats and cyberattacks. Our data is securely stored in UK-based servers, fully compliant with GDPR. To ensure the utmost data protection, our staff undergo annual data protection and security training.
 2. **Data Protection** Data Ravens is committed to achieving full compliance with GDPR laws and the Department of Health and Social Care's data security and information governance requirements. We are currently registered with the Information Commissioner's Office (ICO), the UK's independent body for upholding information rights. Any business or sole trader who processes personal information must register with the ICO under the Data Protection Act.

Data Ravens is also in the process of completing a Data Protection Impact Assessment (DPIA). Additionally, we conduct annual training in data protection and security that is mandatory for all staff members.

3. **Usability and Accessibility** Data Ravens is committed to ensuring all users have a positive experience and has created this platform with all of its users in mind. In order to create the most accessible and user-friendly experience possible, Data Ravens conducts extensive testing, including user experience surveys and acceptance interviews before the platform is introduced to the public.

Data Ravens aims to continually improve the user experience for everyone and apply the relevant accessibility standards.

The full accessibility statement can be viewed on our website.

4. **DTAC** The Digital Technology Assessment Criteria (DTAC) brings together legislation and good practice. It is the new national baseline criteria for digital health technologies entering into the NHS and social care. It includes compliance with DCB0129 and DCB0160 clinical risk standards.

The assessment criteria are focused on five core areas:

- Clinical safety
- Data protection
- Technical security
- Interoperability
- Usability and accessibility standards

Data Ravens is currently undergoing this assessment and meets the majority of its requirements already.

5. **NICE Evidence Standards** The National Institute for Health and Care Excellence (NICE) provides evidence-based guidance and recommendations for healthcare providers of all types. Their core purpose is to help practitioners and commissioners deliver the best care to patients.

Classifying digital health technologies allows them to be stratified into tiers based on the potential risk to service users and the system. This classification is used in the evidence standards framework (ESF).

As a digital healthcare provider, Data Ravens meets the requirements for Tier B, as the nature of the service allows two-way communication between service users and professionals and helps service users manage their own health.

6. **Research Evidence** Numerous research studies demonstrates the benefits of data-driven approaches in healthcare settings. Data Ravens helps collect and analyse operational data that provides valuable insights into the efficiency and effectiveness of healthcare practices. This data empowers practice leaders to assess the impact of their services at both individual and group levels, facilitating tailored interventions and improved operational outcomes.

By collecting and analysing this data, healthcare providers, researchers, and policymakers gain a holistic understanding of practice efficiency and effectiveness. This multifaceted research evidence serves as a foundation for evidence-based decision-making, leading to continuous improvements in healthcare services and ultimately enhancing patient-centred care.

7. **Care Quality Commission** The Care Quality Commission (CQC), the independent regulator of health and adult social care in England, emphasises patient-centred care. Administering and collecting operational data significantly contributes to patient-centred care by engaging practices throughout their operational journey and assessing both efficiency and care experiences. With Data Ravens, healthcare providers can better meet standards set by CQC and other commissioning groups.