> **NHS Central Register (NHSCR) Governance Board Meeting**
> **20th May 2014**

NHS Central Register (NHSCR) PERFORMANCE TARGETS 2013-14 AND OBJECTIVES 2014-15

This paper describes the work of the NHS Central Register (NHSCR) in 2013-14 and sets out its intended targets for 2014-15. The Board is invited to comment.

Performance Targets

The NHSCR has a range of performance indicators to support the targets. The main throughput and indicators are set out below for years 2013-14 and (for comparison) 2012-13. All targets have been met or exceed in the business year.

2013-14	Total Number of Requests/cases	Achieved on Time
NHS updates	1,285,289	1,284,477
Medical Research updates	714,951	714,951
Notification of Events to Researchers	67,052	67,052
Local government updates - received	306	306
Local government extracts (12)	276,867	276,867
Local government updates – Unique Property Reference Number (UPRN)/Postcode received (7)	8,438,185	8,438,185
National Records of Scotland (NRS) extract download (12)	110,611,646	110,611,646
NRS Migration Extracts (36)	584,268	584,268
Notification of death from Ministry of Defence (MOD)	77	77
Notification of veteran data from NHS Central Register	7,387	7,387
Notification of England/Wales deaths from Office for national Statistics (ONS)	177	177

2012-13	Total Number of Requests/cases	Achieved on Time
NHS updates	1,440,148	1,444,621
Medical Research updates	471,475	471,475
Notification of Events to Researchers	61,110	61,110
Local government updates - received	152	152
Local government extracts (12)	299,764	299,764
Local government updates – Unique Property Reference Number /Postcode received	9,639,629	9,639,629
National Records of Scotland (NRS) extract download (12)	108,642,313	108,642,313
NRS Migration Extracts (36)	593,462	593,462
Notification of death from Ministry of Defence	119	119
Notification of veteran data from NHS Central Register	11,960	11,960
Notification of England/Wales deaths from Office for National Statistics	200	200

National Records of Scotland (NRS) Key Business Objective 2013-14

Strategic objective for 2013-14 NRS has five overarching strategic objectives deriving from the four key themes:

- To preserve the nation's records in our care, ensuring that the security of the information they contain is maintained, and to promote the preservation of records held elsewhere.

- To promote improvements in the management of records including digital formats, by the public sector in Scotland in order to support good governance, accountability and efficient use of public resources.

- To produce statistics and gather and record historical and contemporary information, about Scotland and its population.

- To promote and extend the use of our records, data, expertise and statistical information, raising awareness, understanding and enjoyment of Scotland past, present and future.

- To improve the effectiveness and efficiency of our organisation.

NHS Central Register (NHSCR) Business Improvement Targets 2013-14

- To maintain our role as Custodian of NHSCR data we rigorously enforce and implement robust protocols and governance procedures.

- On behalf of the SGHD, to maintain and improve the excellent standards of accuracy and probity by continuing the rigorous regime of ongoing examination of data, by devising and issuing a comprehensive handbook of instructions covering all NHSCR processes and procedures.

- Act as advisor to influence and produce solutions for the provision of Medical Research data to assist academic findings.

- To influence, advise and manage the provision of NHSCR data updates for the Improvement Service and NRS.

- To continually manage and develop our experienced properly trained staff to deliver excellent data linkage and quality outcomes.

- To explore widening our customer base and increase income for NHSCR.

To maintain our role as Custodian of NHS Central Register data we rigorously enforce and implement robust protocols and governance procedures.
Outcomes:

We have in place robust password protocols for users accessing the NHSCR system, providing restricted access levels appropriate to need. Users are required annually to sign Confidentiality Declarations.

Formalisation of the extended use of the NHSCR Monthly Extract by establishing a Memorandum of Understanding, Data Sharing Agreements and development of a Privacy Impact Assessment. Use of Community Health Index Advisory Group (CHIAG) and PAC are being investigated on the recommendation of the Medical Advisor to the Registrar General and Caldicott Guardian for NHSCR data.

Possibility of extended responsibility to act as Sponsor and facilitators for Practitioner Services Division (PSD) staff to access electronically records held on the Personal Demographic Spine for England and Wales.

NHSCR Audit

NHSCR underwent an internal audit in July 2013 to evaluate and report on controls established to manage the risks relating to the efficient and effective operation of NHSCR within NRS. The final report has awarded NHSCR a Substantial Assurance (highest marking) on risk management, control and governance arrangements.

On behalf of the SGHD, to maintain and improve the excellent standards of accuracy and probity by continuing the rigorous regime of ongoing examination of data, by devising and issuing a comprehensive handbook of instructions covering all NHS Central Register processes and procedures.

Outcomes:

Data Quality Community Health Index(CHI)/NHS Central Register(NHSCR)

To improve data items of NHS Central Register, Community Health Index, CPC systems and CAS. The following exercises have been carried out within NHSCR -

- Records contained on CHI not previously held on NHSCR but subsequently loaded - SR911 (ongoing)
- SR911, current posting on CHI is Northern Ireland – complete.
- Patients over the age of 115 years (not currently recorded as deceased on NHSCR) - complete
- Patients over the age of 112 years (not currently recorded as deceased on NHSCR) – nearing completion.

Ministry of Defence – Medical Centres

Due to concerns in relation to the data quality and natural movements of these patients, the Practitioner Services Division (PSD) have made the decision to remove the Med Centre records from the Community Health Index (CHI). In the short term, no-one from within the bases will be registered. They are planning a refresh programme to coincide with the introduction of Scottish Defence Medical Service Centres to Lancashire and South Cumbria Agency (LaSCA). NHS Central Register are in discussions with the PSD to take forward this work. Approval was given at the Portfolio Management group to carry out this work within the last financial year. The work has been funded by NRS and payment of £60,000 was made to e-Health from 2013/14 budget. ATOS will implement at the next release.

Provision of Nightly Electronic Update to Community health Index (CHI)

With the aim of increasing data quality, improving patient safety and improving efficiency in both NHSCR and Practitioner Services Division, we created a file that electronically updates the Community Health Index (CHI) system with NHS Number Updates. This job went live on the 23 September 2013. Updates are initiated by the NHSCR users or another batch process. Health Board Prints were traditionally annotated by NHSCR for dual purpose, for internal NHSCR processes and to inform Practitioner Services Division. If any print still requires to be sent to Practitioner Services Division, NHSCR will highlight the specific change/difference to make this clear for Practitioner Services Division staff that action is required. As a consequence of this change all NHSCR Tracing Officers

received dual screens, this allows users to add details directly from one system to another without the need to annotate prints unnecessarily, and this has been a benefit to all staff in both accuracy and performance. Phase two of the project is to electronically send CHI posting updates, this work is ongoing.

NHS Meetings attended by NHS Central Register

Community Health Index Advisory Group
Privacy Advisory Committee – Advisor
Positive Patient Identification (PPI) Steering Group
Community Health Index PPI Operations and Quality Group

Act as advisor to influence and produce solutions for the provision of Medical Research data to assist academic findings.

Outcomes:

Mothers Community health Index (CHI) Number on Child's Record
NHS Central Register previously linked the mothers CHI number to a child's record where Information Services Division(ISD) were unable to do so using their probability matching. NHS Central Register completed this exercise in June 2012 and traced a total 47,652 records for births from 1981 to 2011. In 2013/2014 NHSCR have matched a further 6,787 records of 2012/2013 births, the resultant linked records have been reported back to ISD. NHS Central Register receive this data on a monthly basis.

Provision of Veteran Data for ISD Linkage to Secondary Care
Work has been completed on an extract from the NHSCR database of:

1. Veteran Personnel
2. Current Scottish Health Board cipher
3. Born between 1945 – 1985

The file containing 56,570 records was forwarded to ISD for linkage to Secondary Care data.
After significant analysis work a file containing 229,323 records was sent to ISD as a control group of non-veterans with similar criteria. Dr Beverly Bergman (retired Colonel and Military Medical Liaison Officer) and Professor Jill Pell both of the Institute of Health and Wellbeing at the University of Glasgow will carry out further analysis using the same linkage.

To influence, advise and manage the provision of NHS Central Register data updates for the Improvement Service and National Records of Scotland.

Outcomes:

The Citizen Account Service Refresh

National Records of Scotland (NRS) have worked in collaboration with the Improvement Service, taking advice from the Scottish Government solicitors where appropriate, on the Citizen Account Service (CAS) Refresh Project to ensure compliance with the Local Electoral Administration and Registration Services (Scotland) Act 2006 and Schedule 2 to the National Health Service Central Register (Scotland) Regulations 2006.
An Information Assurance workshop, supplier questionnaires and Accreditation Statement, have satisfied NRS Information Assurance Manager that the Improvement Service's data handling arrangements are compliant.
A new Service Level Agreement has been put in place along with data sharing agreements.

The NHSCR download, which is to be used to populate the new CAS system, was run and ready for delivery on 14 April 2014, as requested by the Improvement Service. The download contains the additional fields of Middle Name, Mother's Birth Surname, Date of Death and Place Birth. Due to delays, the Improvement Service are unable to accept the download at present, it is being stored securely by ATOS.

Resolution of temporary Unique Citizen Reference Numbers (UCRN) for the Improvement Service.

The Improvement Service (IS) requested NHSCR provide a high volume electronic resolution to the IS issue with temporary UCRNs (GUID) created on the CAS system and return valid UCRNs. This was delivered March 2013. The solution was used to match 235,444 records from the CAS system, with 199,579 (84.8%) matched and returned with UCRNs.

To continually manage and develop our experienced properly trained staff to deliver excellent data linkage and quality outcomes.

Outcomes:

Scottish Mental Health Survey 1947
Privacy Advisory Committee previously approved an application whereby cohort members from the above study are to be linked with the 1939 National Register. NHS Central Register (NHSCR) will carry out manual tracing to link members, their parents and update a database with historical vital events.
This is a highly complex study that demonstrates our seamless working with England, Wales and Northern Ireland.

Health and Care Experience Survey – 2013/14
This is a repeat of the 2011/12 General Practitioner (GP) Patient Experience Survey; the scope of the survey is being widened to include social care. NHS Central Register ran a matching exercise to flag 584,070 patients. A 99.74% electronic match rate was achieved, with the remaining being manually flagged. NHS Central Register carried out death checks identifying 797 patients who had died since the sample was extracted allowing the contactor (Ciconi) to remove these surveys being sent to recently bereaved families and causing unnecessary distress.
A lower than expected response rate was received by SG compared to the 2011/2012 mail out, a decision was made to send a reminder letter on 22 January to those who hadn't responded. NHS Central Register were contacted to carry out an additional death check which resulted in a further 1,060 deaths being identified since the previous checks (overall total 1,857).

In Patient Experience Survey 2013
Following the 2012 In Patient Survey, NHSCR have been approached to assist with death checks for the 2013 In Patient Experience Survey. NHSCR ran a matching exercise to flag 44,763 records with a 99.26% match rate. The remainder were manually flagged in advance of the surveys being sent out at the beginning of January 2014. In total 1245 deaths were identified which prevented surveys being sent out to bereaved families.

Staffing Modern Apprentices
NHSCR have approval to recruit two modern apprentices, interviews have taken place and the successful candidates will be in post in May 2014.

To explore widening our customer base and increase income for NHS Central Register.

Outcomes:

North Lanarkshire Matching Exercise
North Lanarkshire Council (NLC) approached NHS Central Register to carry out a further matching exercise as part of their 'Golden Record' Project. They needed additional information on date of death and their LG Local Identifier returned to them.
North Lanarkshire Council submitted a file of 132,253 records for linkage, 120,995 (91.5%) were auto-matched and returned with the Unique Citizen Reference Number.
North Lanarkshire Council secured funding for the remaining 11,258 un-matched records to be matched manually. This work is now complete with 10,199 (90.6%) records were matched and Unique Citizen Reference Number (UCRN) returned. An overall match rate of 99.2% was achieved.

Glasgow Housing Association Pilot
NHS Central Register have been approached by Glasgow Housing Association (GHA) to provide them with UCRN, date of death and date of birth/gender for anomalies in missing data. Once NHSCR and GHA data sharing agreements were in place, 144,200 records were submitted. In collaboration with Alternative Sources Branch, Linkplus probabilistic matching was carried out with NHSCR manual review. 50,291 (65.1%) records were matched and the UCRN, date of death and date of birth/gender returned. Further linkage work is underway.

Master Data Management Linkage
Work is underway to further develop data linkage and cleaning for the NHS and Local Government systems. Meetings have started to take this forward, including work under the title of 'Population Estimates Comparison Project Board'. There is a specific project underway involving Greater Glasgow and North Lanark.
Discussions have taken place to develop closer working between NHSCR and Alternative Sources on matching with very poor and/or incomplete data.

NHS Central Register Memorandum Trading Account

Not available until June 2014

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- To influence, advise and manage the provision of NHSCR data updates and services for the Improvement Service, Scottish Government and NRS.

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NHS Central Register (NHSCR) development scoping proposals with PMG/ATOS

- To handle the new DMS posting provided by NBO, Southport, including 2 new files from LASCA(MOD) segmenting the DMS posting into AF and SMO.
- Amendment to the CAS Core Update job (inclusion of the new data fields)
- Scoping to re-evaluate our data linkage opportunities to enable us to potentially handle minimal, very poor data held on disparate systems across all sectors.
- Enhancement to functionality to interrogate the NHSCR database, rationalisation of outputs and screens.