

## **NHS Central Register (NHSCR) Governance Board Meeting**

**24th October 2013**

### **Improvement Service Update**

#### **Purpose**

1. To provide an update on the current status of Improvement Service Customer First - Citizen's Account Service with other organisations.

#### **Engagement Meetings**

2. Ongoing engagement meetings on the Citizen's Account Service continue with: Glasgow City Council; The City of Edinburgh Council; NHS; North Lanarkshire Council and Glasgow Housing Association.
3. Status with these engagements are as follows:
  - Glasgow City Council - Proposal still being considered around a pilot Data Cleansing Exercise with the Improvement Service (Customer First) and NHS Central Register. Also, the Council is assessing options around adoption of the Citizen's Account Service as part of the wider Digital Glasgow Strategy work streams.
  - The City of Edinburgh Council - Continued dialogue to inform and shape decision-making around the implementation of the Council's roadmap for master data management and citizen enrolment and authentication requirements (including via CAS), and including a sample data matching and cleansing exercise to match and return Unique Citizen's Reference Numbers (UCRNs) and Unique Property Reference Numbers (UPRNs).
  - North Lanarkshire Council - In partnership with the Improvement Service (Customer First and NHS Scotland: My Diabetes My Way), taking forward key elements around Citizen Data Matching and Cleansing, and to explore business and technical requirements to fully adopt the Citizen's Account Service.
  - NHS Lanarkshire and NHS Grampian Health Boards - NHS Lanarkshire to assess requirements for use of current CAS model to support patients with long terms conditions. Manage General Practitioner (GP) referral appointments, as a proof of concept including initiating testing of security requirements. Meetings have been held with NHS Grampian to discuss data quality requirements for the proposed social care integration pilot between Grampian Health Board and Moray Council.
  - NHS 24 - Engaged with NHS 24 to assess requirements and scope of use of current/future CAS model.
  - Glasgow Housing Association - Successfully conducted a Customer Data Matching and Cleansing pilot exercise involving around 180,000 records Forward planning to explore business and technical requirements to fully adopt the Citizen's Account Service.

## Citizen's Account Service Refresh Programme

4. The Citizen's Account Refresh Strategy is making good progress, with the final stage on the ITT procurement exercise being taken forward. TATA Consultancy Services were awarded the contract on 9th September 2013 for the new Citizen's Account Service planned to go live on 7th April 2014. This service will be streamlined, simplified, cost effective, and will meet the ambitions of The Scottish Government's Digital Public Services Strategy, and Local Government Information and Communications Technology (ICT) Strategy, including a secure identity assurance and authentication service. It is also recognised that NHS Scotland is a key stakeholder, and that further engagement with NHS Boards (based on the current developments with NHS partners outlined in section 3 above), will support shaping a way forward together as we take the CAS implementation plan forward.
5. The Scottish Government has established a number of national action project boards and working groups in support of the delivery of the National Digital Public Services Strategy. Local government has also established a sectoral ICT board, chaired by Society of Local Authority Chief Executives and Senior Managers (SOLACE) with a number of associated work streams.

Of specific interest is the working group established to develop the medium term strategy for the Scottish Public Sector's approach to Identity Assurance and Authentication. Local Government is represented on this group by the Improvement Service and North Lanarkshire Council.

The draft recommends building on the Citizen's Account because of the following expected benefits.

- Timing- a system to build on now.
- Greater accuracy and fraud avoidance through the use of common identifiers.
- Updating facility across organisations through reference to identifiers.
- Best value - building on existing investment and reuse of assets.

The group further noted the need to agree and pursue a chosen direction of travel speedily, avoiding the possibility of organisations creating/procuring their own solutions, leading to unnecessary costs and an uncoordinated approach. The options and recommendations are currently being considered by Ministers.

## **Improvement Service - Account Management**

6. Account management arrangements implemented by the Improvement Service have been and positively received by stakeholders including Scottish Government, North Lanarkshire and Dundee City Councils, Transport Scotland, Young Scot and NHS e-Health Directorate.
7. These regular meetings provide an opportunity to reflect on the CAS and other Improvement Service Products and Services being consumed. Also, to share business intelligence and strategic direction, where potential collaboration working can be explored.

## **Recommendations**

8. The NHS Central Register Governance Board is asked to:
  - note progress in engagement with Councils and other organisations around CAS;
  - note progress on the CAS refresh programme progress and its implications to meet national and local strategies and the positive implications for the future of the CAS; and
  - note new account management arrangements are in place and being welcomed.