

NHSCR GB 5/08
Citizen Account – Year to Date

There follows an outline of the work we have completed during 2008.

A re-run of the 1 million records was submitted to NHSCR as a result of a new Entitlement Card production system, commissioned by the Improvement Service, being introduced. In addition there were 200,000 records notified for the first time. We also re-matched 55,000 deaths during the same period. As a result of matching the 1.2 million, around 20% of records were rejected because they failed.

Because of the large number of rejections we needed to carry out analysis to look for ways to probability match the 'fall out' records. We then identified the levels of acceptance that would not jeopardise our data quality standards. As a result of our findings we returned to the Improvement Service 90,000 records where insufficient information had been provided. The remaining cases were either electronically updated or manually handled.

We have provided the Improvement Service with two downloads of system changes to the NHSCR. The numbers involved were 128,009 and 109,226.

Regular work on the Citizen Account has not as yet been forthcoming, though we expect in the region of 90,000 verifications soon. We are still unsure of the frequency, volume and data quality of the interactions.

A Service Level Agreement is under ongoing discussion.