

**NHSCR Governance Board
Service Level Agreement Between SEHD and GROS**

Background

1. GROS runs the NHSCR (and provides certain other services) on behalf of the NHS in Scotland, under a Service Contract with the Scottish Executive Health Department (SEHD). That agreement is reviewed annually, and requires particular review this year, because of the relocation of the NHSCR to Dumfries.

The Service Contract

2. The current version of the Service Contract is attached. The views of the Board would be a helpful input to the preparation of this year's contract.

Recommendation

3. The Board is invited to comment on whether the approach taken by the Service Contract is satisfactory and how it might be improved.

**General Register Office for Scotland
May 2006**

The National Health Service Central Register

Service Contract Between The Scottish Executive Health Department And The General Register Office For Scotland

1 Summary

This is the service contract between The Scottish Executive Health Department Management Executive, hereinafter referred to as SEHD, and the General Register Office for Scotland Vital Events and NHS Branch, hereinafter referred to as GROS. The contract is for the provision by GROS of services, associated with the maintenance of the National Health Service Central Register (NHSCR) and the supply of vital events data to NHSScotland, and for payment by SEHD of the appropriate charge, all as detailed in this document. The period covered by this agreement is **1 April 2005 to 31 March 2006** with revisions as necessary. This revision is effective from 1 April 2005.

2 Brief Description Of Services Provided

NHSCR

- 2.1 On behalf of SEHD, GROS maintains the NHSCR as a record of all NHS patients on General Medical Practitioners' lists in Scotland. The register also includes all persons whose births were registered in Scotland and who have not been recorded as having moved elsewhere. In carrying out this work GROS
- records patient moves between Health Boards in Scotland and between Scotland and Health Authorities in England, Wales and Northern Ireland
 - records events such as births, deaths and changes-of-name and accommodates a medical research flagging and tracing system; and
 - supplies information from the register to Practitioner Services Divisions of Health Boards and to approved medical researchers.
- 2.2 SEHD provides the computer service which supports GROS work on the NHSCR and which holds the NHSCR database. SEHD has contracted out provision of this service as part of the Scottish healthcare computer package supplied by ATOS Origin (ATOS) mainly by ATOS staff and equipment housed in Maryfield, Dundee. ATOS supports 16 personal computers acting as on-line terminals at Monreith House, Dumfries, a diminishing number of terminals at Ladywell House, Edinburgh, and a further 49 (with 'read-only' access) at Smedley Hydro, Southport, where the Office for National Statistics runs the NHSCR for England and Wales. Hours of service are from 08:00 to 18:00 from Monday to Friday each week. Security is provided by identifiers and passwords which enable authorised users to access the system. A manager of B1 or B3 grade allocates identifiers while passwords are controlled by authorised users. The responsible GROS managers are:

Muriel Douglas
and

telephone 0131-314 4203 (GTN 7166 203);

Carolyn Macpherson telephone 0131-314 4326 (GTN 7166 326).

Vital events data

- 2.3 Within GROS, Vital Events Section supply information about births and deaths to NHSCR Section on a weekly basis. Additionally, Vital Events Section supply weekly, quarterly and annual data files to Health Boards, ISDSScotland, and other relevant parts of NHSScotland.

3 Agreement

Maintenance of NHSCR

- 3.1 GROS will process up to 1,000,000 data changes and data quality verifications annually.
- 3.2 GROS will flag up to 70,000 survey patients annually in response to requests from approved researchers.
- 3.3 GROS will notify survey sponsors about events relevant to medical research handling annually up to 20,000 such transactions on the Scottish Healthcare Database.
- 3.4 GROS will ensure continuity of care in the Health Service by maintaining on the Scottish Healthcare Index database at least 95% of the Community Health Index numbers notified by Scottish Healthcare sources.
- 3.5 GROS will complete the programme to repair damaged NHSCR volumes. This work will minimise long-term damage to these key historical volumes and allow them to be digitised, thus providing more efficient tracing.
- 3.6 GROS will continue to improve procedures that allow updates to be handled electronically.

Provision of data on vital events

- 3.7 GROS will supply provisional weekly data on births and deaths to relevant parts of NHSScotland within three weeks of registration.
- 3.8 GROS will supply provisional quarterly data on births and deaths to relevant parts of NHSScotland by the end of the following quarter.
- 3.9 GROS will supply final annual (calendar year) data on births and deaths to relevant parts of NHSScotland by the end of the following July.

Charges

- 3.7 **For the all the above work, SEHD will pay GROS the sum of £950,000 in one annual payment during the month of January 2006.**

4 Future Operation Of NHSCR

- 4.1 GROS will liaise with SEHD to ensure strict adherence to approved confidentiality guidelines.
- 4.2 A major Review of the work of NHSCR, chaired by the DCMO, Dr Andrew Fraser, was carried out during 2003-04. The recommendations of the Review Group were approved by Ministers during the summer of

2004. In implementing these recommendations, GROS will liaise closely with SEHD. To ensure that appropriate arrangements are in place for the future governance of the NHSCR, GROS has set up an NHSCR Governance Board.

- 4.3 In 2003 NHSCR was selected as a candidate for relocation to a rural part of Scotland. Ministers subsequently agreed that NHSCR should relocate to Dumfries. In managing this relocation, which should be completed during 2006/07, GROS will ensure the continuity and quality of the service provided to NHSScotland.
- 4.4 Once approved by the CMO, NHSCR will pass CHI numbers to Entitlement Card providers to help take forward the SEHD aim of ensuring the universal use of CHI numbers.

Signature

Date

C B Knox
Director of Computing & IT Strategy
Branch
Management Executive for NHSScotland
Scotland
Scottish Executive Health Department

Signature

Date

G W L Jackson
Head of Vital Events & NHS
General Register Office for
Scotland