

**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**



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### **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**

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