



General Register Office for Scotland
information about Scotland's people

Paper NHSCR GB 1B/07
NHSCR and the Citizen's Account

May 2007

1. Once it was established that there was no restriction in using the Scottish NHS number, the first step was to establish that the NHSCR system was capable of creating and supporting a Citizen Account. It soon became apparent that there was a need for a system upgrade and a project set up to achieve the flexibility and robust procedures to support existing and new requirements.
2. The 'new' sequel server system is on track to be operational in July 2007. We have carried out the User Acceptance Testing and all snags have been fixed. The only problem has been resolved by increasing the size of our PC screens.
3. On the practical side of work we have completed all matched updates of entitlement card notifications for the Improvement Service. We have confirmed the identity and have provided UCRNumbers for around a million Entitlement Care holders.
4. I have played pivotal role in helping to identify business processes to support the Citizen Account. There has also been extensive discussion about the computer interactions and resolution processes.
5. At a strategic and policy level section 57 of the LEARS Act is now in place to allow the transfers of data between LG and GROS. Work on competing and agreeing a Service Level Agreement is also nearing completion.

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25th May 2007