



General Register Office for Scotland
information about Scotland's people

Paper NHSCR GB 9/06
SERVICE CONTRACT BETWEEN SEHD AND GROS

October 2006

1. Background

The NHSCR provides services to the NHS in Scotland under a Service Contract. The Governing Board agreed at its meeting on 8 May 2006 that the traditional form of the Service Contract was fit for purpose.

2. Revised Contract

The 2006-07 Service Contract has since been drafted, to take account of changes including the move to Dumfries. A copy is attached for information.

It is intended that a similar agreement will be reached with the Improvement Service (which runs the Citizen's Account on behalf of Scottish local authorities) for the NHSCR's work on the Account.

General Register Office for Scotland
31 October 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 2006 to 31 March 2007** with revisions as necessary. This revision is effective from 1 April 2006.

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 supported 16 personal computers acting as on-line terminals at Monreith House, Dumfries, from September 2006 this function was transferred to Dumfries and Galloway IT Services, 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 B2,B1 or B3 grade allocates identifiers while passwords are controlled by authorised users. The responsible GROS managers are:

Muriel Douglas: telephone 0131-314 4203 (GTN 7166 203); or 01387 259 820
and
Irene Henry:- telephone 01387-259 821

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, ISDScotland, 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 have completed the programme to repair damaged NHSCR volumes. There is now a project in place, with funding of £800,000, to digitally capture the images in the Registers and to create an index to further improve the trace rate for finding individuals lost to follow up. Thus providing more efficient tracing.
- 3.6 GROS will continue to improve procedures that allow updates to be handled electronically especially in the area of cross border moves. This will significantly improve the time it takes to move patients Medical Record Envelopes.

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.

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- 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 2007.**

4 FUTURE OPERATION OF NHSCR

- 4.1 GROS will liaise with SEHD to ensure strict adherence to approved confidentiality guidelines.
- 4.2 To manage, advice and analyse the migration of the NHSCR system from the main frame to a windows based system. Ensuring that all existing functions are replicated and developed and that additional functions are added to improve the search rate and the certainty that the correct patient has been identified.
- 4.3 To liaise with Connecting for Health, to ensure that NHCR Scotland can continue to trigger the movement of patients medical record envelopes across the borders of England and Wales and to develop methods for streamlining the process in order to move record more quickly.
- 4.4 The work of the NHSCR future operations will be influenced and evaluated by the recently set up Governance Board.
- 4.5 With the approval of the CMO, NHSCR pass CHI numbers to Entitlement Card providers to help take forward the SEHD aim of ensuring the universal use of CHI numbers.

Signature

Signature

Date

Date

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Management Executive for NHSScotland
Scottish Executive Health Department

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Head of NHSCR Branch
General Register Office for Scotland