G-Cloud 11

Primary Care Data Quality Assurance
(May 2019)

1. Service Definition

Report on conformance to published data collection specification of primary care data extracted directly from GP systems.

Comparative analysis of data extracted directly from GP systems with independent reference data for a group of sample practices.

Reference data extracted using set of queries verified as conforming to the specification.

Overview

The PRIMIS quality assurance service provides a comprehensive report outlining deviations from specification in data extracted directly by GP system suppliers, based on comparative analysis with independent reference data for a group of sample practices.

The report incorporates graphical presentations of level of agreement between data sources, and includes recommendations for action by both practices and system suppliers.

The service may be used to help improve accuracy of national primary care data collections by identifying implementation errors in GP system supplier data extraction and by highlighting systematic problems with coded patient data.

2. Process

In order to assure the quality of GP system supplier implementations of a primary care data collection specification it is necessary to compare data extracted directly from the GP system with reference data extracted using a method known to be correct.

PRIMIS has extensive expertise in the development of clinical specifications for the extraction of primary care data from GP systems, and in the use of various data extraction methods to implement such data extraction criteria.

The PRIMIS quality assurance service involves the following stages:

- Agree project scope and timescales with customer (data collection specification to be assessed, GP clinical systems to be examined)
- Development of a verified reference set of queries that implement the data collection specification (optional, if queries are not already available)
- Receipt of GP system supplier data sets
- Development of a Data Processing Agreement for sample practices
- Identification and recruitment of sample practices
- Remote connection sessions to sample practices to install and run reference queries, and to collect data
- GP system supplier and reference data format validity checks
- Database preparation and import of data
- Comparative analysis of data by experienced clinical informaticians
- Interpretation of results by clinicians and informaticians
- Report production and delivery

This process conforms to the requirements of our ISO 9001 certified Quality Management System (QMS).

3. Information Governance

PRIMIS works within the guidelines set for NHS information governance and applicable data protection legislation. PRIMIS satisfies itself that these guidelines and legal obligations are met when carrying out data extraction activities. PRIMIS has previously achieved the NHS Information Governance Toolkit (IGT) to Level 2 standard and is working towards the NHS Data Security and Protection Toolkit (as a secondary use team).

PRIMIS specifications ensure that only the minimum required volumes of data are extracted. PRIMIS can provide specifications which include patient identifiable data fields where customers have appropriate information governance procedures in place. PRIMIS does not directly extract, handle or process patient identifiable data.

4. Security policies and procedures

PRIMIS is certified to the ISO/IEC 27001 (Information Security Management Systems) standard, which preserves the confidentiality, integrity and availability of information by applying a risk management process and information security controls and gives confidence to interested parties that risks are adequately managed.

PRIMIS information systems and servers are protected and managed by the University of Nottingham's Information Services. PRIMIS/the University of Nottingham have the following information security policies and procedures in place:

- The University of Nottingham Information Security Policy:
- PRIMIS Information Security Management System (ISMS) Risk Register
- The University of Nottingham's Code of Practice for Users of the University Computing Facilities.
- PRIMIS Information Governance (IG) Policy

5. Service Management

Each contract will have a nominated PRIMIS Project Manager who will coordinate the input from the clinical and technical teams. Regular meetings are held internally to monitor progress of the customer's requirements. The Project Manager will agree a reporting schedule with each customer and will involve the appropriate members from the clinical and technical teams as required. Each customer will have a named team of experts working with them.

6. Contract Management

The nominated PRIMIS Project Manager is responsible for contract management, responsibility for monitoring internal the performance of PRIMIS teams to ensure that contract targets and milestones are achieved, take remedial actions as and when required, ensure compliance with the terms and conditions and document any changes or amendments arising during the course of the contract.

7. Ordering and invoicing process

Email: Service requests should be sent to: enquiries@primis.nottingham.ac.uk and will be directed to the Head of Operations or another manager as appropriate.

Phone: Telephone enquires can be made to: +44 (0)115 846 6420

Any service request will go through an initial feasibility assessment as described above.

Invoicing: An invoicing schedule will be agreed with individual Customers to take account of the service requirements. Invoices will be payable within thirty (30) days of the University of Nottingham's invoice and will generally be submitted on or shortly after completion of services. In addition, where applicable, the Customer will reimburse the University for reasonable, necessary and verifiable out-of-

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pocket expenses incurred by the University in connection with the Services upon submission of receipts or other evidence of the same.