

Appendix 1

The first Statement(s) of Works shall be inserted into this Appendix 1 as part of the executed Order Form. Thereafter, the Buyer and Supplier shall complete and execute Statements of Work in the form of the template Statement of Work embedded in Annex 1 to the template Order Form in Framework Schedule 6A (Health Order Form Template, Statement of Work Template and Call-Off Schedules).

Upon agreement by the Buyer and the Supplier, each agreed Statement of Work is deemed incorporated into this Appendix 1 as a supplementary Statement of Work.

Each Statement of Work must have a unique identifying reference (SOW 001, SOW 002 etc.).

Annex 1 (Statement of Work)



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Annex 1 (Statement of Work)

1. STATEMENT OF WORK (“SOW”) DETAILS

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Date of SOW:	13 July 2021
SOW Title:	Demographics – Overall set up
SOW Reference:	C30669_SOW01
Call-Off Contract Reference:	C30669
SOW Start Date:	1 July 2021
SOW End Date:	30 June 2022
Duration of SOW:	12 months

2. SOW CONTRACT SPECIFICATION – PROGRAMME CONTEXT

SOW Deliverables Background

Demographics are the definition, storage and maintenance of patient names, addresses and other contact details as well as other identifying information about the patient such as gender and date of birth. In the NHS, the NHS Number is a critical part of that demographic data and is used nationally as a unique identifier for every patient.

The information environment is changing rapidly, with citizens generating and having more easy access to personal data than ever before. The advent of mobile apps to manage that information and make it available to third parties has gathered pace in recent years and continues to evolve and widen as the technology, security and public appetite increases and improves. There is an expectation that such capabilities are made available for the provision of health care services in the UK. This is becoming reality with the deployment of the NHS App and other third-party applications that allow monitoring of chronic conditions, appointment booking, ordering repeat prescriptions and even online consultations with clinicians. However, the accurate and unambiguous identification of patients for both online and offline services is critical. The provision and management of accurate demographic information, particularly a single national identifier (NHS Number), is therefore key to being able to link a patient's identity to all records from disparate systems relating to that patient. In so doing it reduces duplication, out of date records and mismatches.

	<p>The Buyer's Personal Demographics Service is the primary national system for patient contact information and basic demographic details such as age, gender and mortality status. It sits within the Buyers Demographic Platform which itself is 'hosted' on the Spine Core Platform.</p> <p>This Statement of Work includes several initiatives targeted at increasing the use of NHS number across digital services by making it easier to look up through APIs, enhance demographic data quality, and improve timeliness and accuracy of mortality status. The changes to be delivered will mainly (but not exclusively) involve the Buyer's Personal Demographics Service.</p> <p>Under this Statement of Work the Buyer requires the Supplier to submit for its agreement an implementation plan to demonstrate how it will assume responsibility for the deliverables and objectives outlined in this Statement of Work. This will include the Suppliers plans to onboard all required resources.</p> <p>Supplier's Deliverables under this SOW are not expected to fall into the definition of 'Medical Device' and as such, the requirements related to the compliance with 'Medical Device' regulations set out in Call-Off Schedule 23 are not applicable to this SOW.</p>
Delivery phase(s)	<p>The Personal Demographics Service is a live 'service. This Statement of Work will involve discovery, development and delivery work.</p>

Overview of Requirement

The focus of this Statement of Work is to design, develop and deliver changes (including those outlined below) aimed at improving the accuracy, consistency, availability and use of demographic data (mainly through NHS number) to support better health and care outcomes. These outcomes will include greater digitalisation of services as well as facilitating increased citizen self-service.

Alongside the Buyer's generic requirements which are shown below, the specific requirements related to this work include the following (please note that other than the discovery exercise this list is not in a priority order):

Specific Demographic Data Improvement requirements.

1. 1. Conduct a **discovery exercise** to identify the options available to the Buyer to deliver its demographics data objectives - both the potential ones highlighted below, and others in agreement with the Buyer and key stakeholders.
- 2a. **Digitisation of the GP practice registration journey** to eliminate transcription errors (replacing manual General Medical Services forms).

2b Improve APIs and tracing to allow users to find an NHS number with a higher "match rate" in scenarios/use cases such as:

- Patients trying to find their own NHS Number using on nhs.uk, book a COVID-19 vaccination, or book a COVID-19 test
- Other NHSD-provided citizen-facing services trying to match patients to their NHS number using identifiers such as name, date of birth, and contact details (e.g. 111, NHS Login, Vaccinations /Test booking currently 60-81% match rate)
- Other NHSD-provided services such as matching incoming civil mortality information to PDS records, currently only an 95% match rate leading to critical information loss including missed and false death notifications
- 3rd party point-of-care systems e.g. in Trusts and care homes needing to find contact information or validate NHS numbers or update patient information.

This includes addressing known backlog of user pain points with the current APIs e.g. mandatory gender field, feedback on which identifiers matched/failed, matching sophistication and waterfall matching, security/access control options, optionality and

additions to identifiers used to match e.g. adding phone or email address, Information Governance approach.

2c Options appraisal and implementation of improved data flows, architecture and business rules to address synchronisation issues in a multi-authority model, e.g. automated vs. verified by GP/other; frequency: event-based/daily/on contact;

2d Improve data quality through increased digitization and improve data quality metrics/dashboards to inform priorities and roadmap for improving data quality. For example:

- targeted interventions where local systems are out of sync with national systems.
- make improvements e.g. built-in validation and potentially to report feedback to front line.

2e Increase timeliness, completeness and accuracy of mortality status:

- Move from weekly to daily feeds of civil registration mortality data to PDS, with built-in data quality validation.
- Increase completeness of mortality data provided directly by health and care organisations to PDS, if benefits case and feasibility permits. This is currently the timeliest source of data but is currently only 80% complete in England and 58% in Wales; data is available 4x faster than through the civil registration process

2f Add to the data model where needed e.g. gender separate from sex, ethnicity

The results of the discovery phase of this call-off contract may impact on the subsequent requirements and outcomes related to it. Any changes to or additional requirements will be linked (directly or indirectly) to the Buyer's objective of improving the quality, consistency, collection and use of demographic data, and will be discussed with the supplier as part of the Buyer's partnership approach to the delivery of its transform work programme.

Generic requirements related to this call-off contract

The Buyer expects the Supplier to work collaboratively, proactively and in partnership with it, its other suppliers, and stakeholders to deliver its objectives and outcomes. In doing so


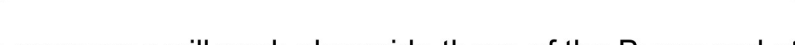

the Supplier will need to fully satisfy the Buyer's following key requirements:

- provide and resource required personal hardware and software (kit) to support the delivery of the Buyer's outcomes;
- work effectively from locations other than Buyer's accommodation;
- be available (if required) to visit/work from Buyer's selected accommodation/location including data centres;
- fully enable and support compliance with Buyer's Service Level Agreements;
- demonstrate required operational delivery competency in both the technologies, software etc used by the Buyer, and also its approach to User Centre Design to be utilised for example in the key discovery phase of this requirement;
- demonstrate full compliance with Buyer's security requirements;
- work effectively within, and support the development of Buyer's delivery approach, culture, and ways of working;
- support – as a fully invested delivery partner – the delivery of the Buyer's outcomes;
- work effectively within, and maximise the value of the Buyer's agile delivery approach;
- support the Buyer's commitment to continuous improvement, maximising delivery efficiency, technology utilisation and innovation;
- work collaboratively with all involved/interested parties (including Buyer's staff) to deliver agreed outcomes including effectively and efficiently managing hand- offs and dependencies between teams and business areas as appropriate;
- provide suitability skilled and experience resources with the required aptitude and approach to deliver the Buyer's outcomes;
- be flexible in its approach to the delivery of the Buyer's outcomes including via its resource management e.g. efficiently removing/replacing resources when required and appropriate succession planning;
- compliance with the Buyer's code development and deployment including use of peer reviews, test driven development, automation and code promotion using path to live approach;

	<ul style="list-style-type: none">• provide and proactively manage an onboarding and delivery transition and implementation plan to ensure they can fully support the Buyer in the effective operation of its service;• bring added value to the delivery of the Buyer's outcomes. <p>Interoperability</p> <p>It is a condition of this Statement of Work that, as agreed with the Buyer, the Supplier will support its Interoperability requirements as contained in Framework Schedule 1 (Specification) para 13.2.</p>
Accountability Models	<p>Sole Responsibility: N</p> <p>Self-Directed Team: N</p> <p>Rainbow Team: Y</p>

3. BUYER REQUIREMENTS – SOW DELIVERABLES

Outcome Description	<p>The outcomes to be delivered through more accurate, consistent and accessible demographics data – primarily NHS Number – are as follows:</p> <ul style="list-style-type: none"> • Improved citizen experience: less to rekey, more personalised services, great use of digital services. • Improved patient safety through increased data quality, more timely communication, patient identification rates and contact detail accuracy (currently out of date or erroneous in 10% of cases). • Reduced total cost of ownership from avoidance of manual data entry at GP frontline, and increased automation of central back-office processes. • Improved data insights through increased use of NHS number, enabling new analyses e.g. how online transactions can reduce non-essential demand on frontline NHS services, hence creating new efficiencies. 		
Milestone Ref	Milestone Description	Acceptance Criteria	Due date
MSO1	Implementation plan presented for Buyer review and agreement	The Supplier will present its implementation plan demonstrating how it will safely and successfully assume the responsibilities outlined in this call-off contract including the onboarding of resources..	10 working days form award of the Call-Off contract [Supplier's implementation plan has been provided within the tender response, please see Call-off Schedule 4]
MS02	Discovery phase completed	All elements of discovery phase completed and agreed by the Buyer	12 weeks after Supplier onboarded
MS03	Transformation releases	Supporting the release of transformation changes in compliance with the Buyers change management approach including scheduled and ad hoc deployments	As required

Delivery Plan	To be agreed between Buyers and Supplier during the mobilisation meeting.
Dependencies	<p>The effective and efficient delivery of the outcomes appropriate to this Statement of Work will require the Buyer and Supplier to work together proactively and in partnership. In doing so the Supplier will be dependent on the Buyer to identify/prioritise the items which will form the basis of the activities to be undertaken under this Statement of Work. In addition, the Buyer will be responsible for providing the Supplier with access to its systems, Subject Matter Experts, and relevant documentation/business intelligence. The Supplier is also reliant on (but is expected to be able to manage) the Buyers approvals processes.</p> <p>The Buyer is dependent on the Supplier providing suitably skilled and experienced resources to support the delivery of the outcomes and objectives outlined in this Statement of Work.</p>
Supplier Resource Plan	<p>The Buyers expected (to be confirmed) Supplier team is listed below:</p> <ul style="list-style-type: none"> • Programme Delivery Manager • Lead Product Manager • Delivery Manager • Lead QAT Tester • Senior Software Developer x 2 • Software Developer x 2 • Senior Infrastructure Engineer • User Researcher • Service Designer <p>The Buyer acknowledge that the Supplier may engage the following subcontractors during the term of this Statement of Work:</p> <ul style="list-style-type: none"> •  •  •  <p>These resources will work alongside those of the Buyer and other third providers as required, with individual and collective responsibilities under a 'one team' approach.</p>
High Level IR35 Determination	<p>This Statement of Work is deemed primarily to be inside the scope of IR35.</p> <p>The Buyer confirms that its indicative status determination provided during the tender process is applicable to Supplier's contractor - Priya Snehli, and as such it shall represent the formal status determination for Priya Snehli from the Buyer as the end client for the purposes of IR35 rules.</p>