Call-Off Schedule 15A (Health Supplier and Contract Management)
C30669
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The information below offers an example of how various types of charges might be best detailed on an invoice:

Buyer Details					Supplier Details			
Buyer Details					Supplier Details			
Buyer Details					Supplier Details			
Buyer Details					Supplier Details			
					Invoice #		xxxxx	
					Invoice Date		xx/xx/xx	
					Purchase Order		xxxxxxxx	
Portfolio Ref (P0xxx/xx)		Programme Name						
SOW xxx	Variation (CCNxx)	SOW Title						

Milestone		xx			Period	xxxx		
Deliverable	Reference #	Description of Work completed						Amount
Deliverable	Reference #	Description of Work completed						Amount
Deliverable	Reference #	Description of Work completed						Amount
Deliverable	Reference #	Description of Work completed						Amount

Team	Description				Period	xxxx		
Name	Role	unique individual identifier #	Type of Work (e.g Live Service, Development, Discovery)	Day Rate	Days	Amount
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Name	Role	unique individual identifier #	Type of Work (e.g Live Service, Development, Discovery)	Day Rate	Days	Amount

Hardware				Period	xxxx	
Product	Product Code	Serial #	Type (e.g. Server, Laptop, Tablet, Mobile Phone)			Amount
Product	Product Code	Serial #	Type (e.g. Server, Laptop, Tablet, Mobile Phone)			Amount
Product	Product Code	Serial #	Type (e.g. Server, Laptop, Tablet, Mobile Phone)			Amount

Software License							Period	xxxx	
Product	Description	Perpetual/Subscription	Licence Period	From	To	# Users	Amount
Product	Description	Perpetual/Subscription	Licence Period	From	To	# Users	Amount
Product	Description	Perpetual/Subscription	Licence Period	From	To	# Users	Amount

Expenses				Period	xxxx	
Name	Date Incurred	Type (Travel, Accomodation etc)	Description including Provider			Amount
Name	Date Incurred	Type (Travel, Accomodation etc)	Description including Provider			Amount

Credits		Period Applied xxxx	
Description		Period Retates Too	Amount

	Net Total	£XXX
	VAT / Sales Tax	£XXX
	Gross Total	£XXX

Banking Details
Account Name:
Bank:
Sort Code: Supplier Finance Department
Account No: Contact Name:
IBAN Code: Contact Number:

VAT Number:

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer's under this Call-Off Contract

Definitions

Abbreviation	Full Title
API	Application Programme Interface
EPS	Electronic Prescription Service
ERS	Electronic Referral Service
FGM	Female Genital Mutilation
GMS	General Medical Services
MESH	Message Exchange for Social Care and Health
NEMS	National Event Management Service
NRL	National Record Locator
OVM	Overseas Visitors Management
PDS	Personal Demographics Service
SCRa	Summary Care Record application
SofS	Secretary of State

Call-Off Schedule 20 (Call-Off Specification)

1. Context

NHS Digital is the national information and technology partner for the health and care system. Its role is to harness the power of information and technology to make health and care better for the care professionals and people who work in the service, and for the people who receive them. NHS Digital is responsible for designing, delivering, and managing essential technology infrastructure, data and digital services, products, and standards that health and care professionals use every day to deliver better health and care outcomes. That means more digital services designed around the needs of our health and care professionals, patients and public. Services that offer simple and speedy access to the information and data that matters, whenever and wherever it is needed. Cost effective, sustainable solutions that improve investment value, accelerating the digital transformation of the NHS.

Within NHS Digital the role of the Platforms Directorate is to connect and deliver resilient national infrastructure, platforms, and applications to ensure health and care is sustainably delivered in a digital world. This means designing and building integrated and interoperable platforms, leveraging open standards and Application Programming Interfaces (APIs), and stimulating competition and innovation. The Buyer's Spine Demographics Service (PDS) which sits within its Demographic Platform itself part of the Buyers Spine Core Platform is the primary national

system for patient contact information and basic demographic details such as age, gender and mortality status.

As part of range of initiatives to improve the quality, consistency and use of demographic data the Buyer will be undertaking a number of changes primarily but not exclusively to its Personal Demographic Service which are outlined in this call-off contract. They include increasing use of NHS number across digital services by making it easier to look it up through APIs, enhancing demographic data quality, and improving the timeliness and accuracy of mortality data.

These changes are part of a national work programme to make use of services, systems and resources to provide up to date and accurate demographics information in order to improve clinical safe, improve the patient journey and provide value for money to the taxpayer, as well as ensuring compliance with relevant policies and legislation.

Diagram showing the high level scope of demographics service usage

2.   Scope

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 a is

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.

The scope of this call-off contract includes the following initiatives (not an exhaustive list):

- **Improved APIs and tracing** to allow users to find an NHS number with a higher "match rate".
- **Options appraisal and implementation** of improved data flows, architecture and business rules to address synchronisation issues in a multi-authority model.
- **Improved data quality** through increased digitization and improve data quality metrics/dashboards to inform priorities and roadmap for improving data quality.
- **Increased** timeliness, completeness and accuracy of mortality status:
- **Additions** to the data model where needed e.g. gender separate from sex, ethnicity.

The outcomes associated with these initiatives include:

- **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.

> - **Enabling 3rd party innovation across the system through simple browser-based tools** such as managing vaccinations at schools or health visitor tooling.
>
> One of the early stages of this call-off contract will be the undertaking of a discovery exercise, the outputs from which will be used by the Buyer and key stakeholders such as NHS X to determine the complete scope of the work required to be undertaken under this call-off contract.
>
> The Buyer's Personal Demographic Service operating as part on its Demographic Platform itself hosted on the Spine Core Platform will be the central focus for both the initial discovery exercise and any subsequent transformation activity which results from it.

2.1 Geographical Scope

2.1.1 Target Geography

> The focus of the demographic service is to support the NHS and appropriate Social Care settings in England. However, through Memorandums of Understanding and other arrangements it is used in a limited way by Health and Social Care professionals and others in Scotland, Northern Ireland, and Wales. The requirement for Spine Core services to be available outside of England will have no material impact on the requirements of this call-off contract including the physical location of resource or the skills and experienced required. The target geography of the demographic service is entirely managed by and is the responsibility of the Buyer.

The locations of the Services will be delivered to:

Location	National (outside Greater and Central London)	London (within Greater and Central London)	Leeds	National Home
Main Location	N	N	Y	N
Additional Location(s)	N	N	N	Y

2.1.2 Delivery Geography

> The 'delivery geography' relevant to this call-off contract is not related to where services are 'consumed' but to the organisation/location of the Buyer's development and delivery capability.

The demographic team will be located alongside the Spine Core team are currently based in the NHS Digital Leeds hub. It is key and critical that all members of the team (and where appropriate in other areas of the Platforms Directorate and NHS Digital) work together in ways which maximise effectiveness, efficiency, innovation, and delivery velocity. How they collaborate, communicate, coordinate, and come together e.g. on joint development tasks, to share knowledge and experience and via ceremonies such as stand ups and retrospectives is therefore very important.

The Buyer recognises that as a result of estate and local market challenges, opportunities available via collaboration technologies and learning from a sustained period of remote working that without compromising delivery capability/value for money it has to/can move to a more location agnostic model. The Buyer will therefore consider the optimum location approach to support the delivery of the requirements outlined in this call-off contract and related Statement of Works on a case-by-case basis as outlined by the Supplier, the objectives to be achieved and the consideration of appropriate costs and benefits. This may include offshore working but not in circumstances which involve the storage, transport, access or use of sensitive data/Production environments. The Buyer may wish to invoke different charging models based on the location of Supplier resources.

2.1.3 Organisational Scope

The NHS Digital Platforms Directorate is responsible for the safe, effective, and efficient development and operation of the demographic service. In doing so it is supported by and works closely with other areas in NHS Digital particularly Service Management, Data Management, Clinical Safety, Cyber Security and Solution Assurance.

For the avoidance of doubt work being undertaken by the Buyers to move to a single demographic data solution using its Personal Demographic Service solution is out of scope of this call-off contract.

2.2

2.2.1 Target Sectors

|	Annex 1
Target Sectors details are contained in: The Buyer's demographic service is crucial to the effective and efficient operation of myriad of health and social care systems and services, and as such the work of health and social care professionals which use and rely on them. See Annex 1 for more information.	

2.2.2 Target Users

Accurate, consistent and complete demographic data is crucial to the correct identification of patients and the sharing of patient records which form the basis for

better patient care, more efficient use of resources, and both increased service digitalisation and citizen self-service.

Diagram illustrating the health and care landscape highlighting the interdependencies with/importance of demographics
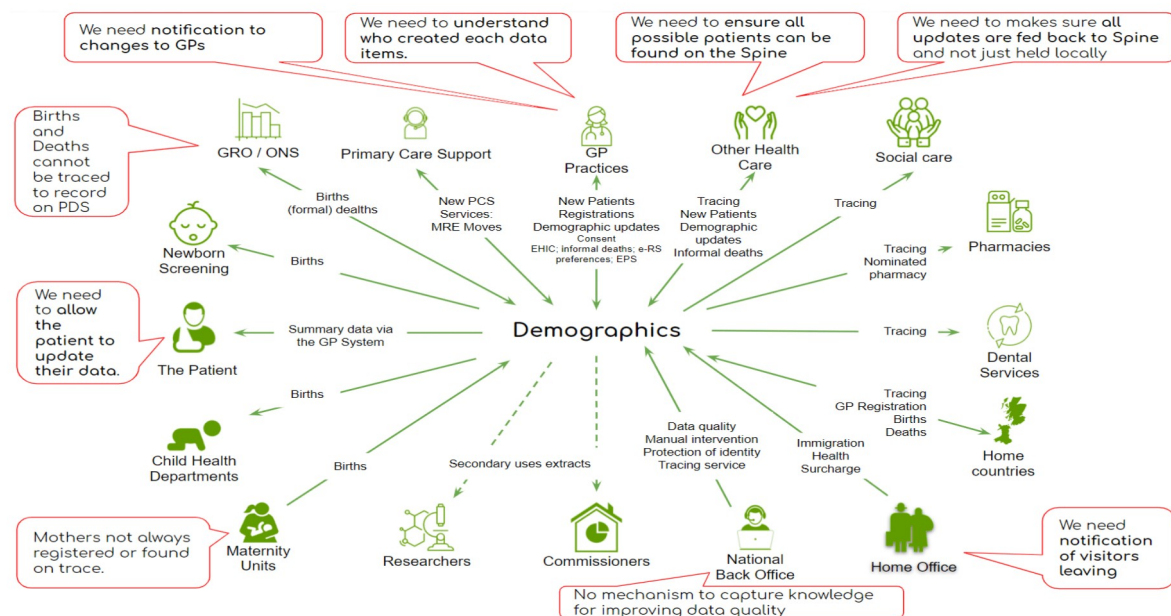
As highlighted above the Buyers Personal Demographic Service and Demographics Platform are part of its Spine Core Platform delivering a national service which is crucial to the effective and efficient operation of the NHS. The Buyer's demographic service has many different users/usages across a wide range of health and social care settings both within the primary and secondary care sectors.

Delivering user value is at the core of the Buyer's development approach. Any involvement of users of the demographic service in the development, selection and testing of demographic service functionality or service delivery etc will be specified and agreed on a case-by-case basis.

2.3 Stakeholders

The use of, and the benefits to be derived from improved demographic data across health and care settings (including service digitalisation and citizen self-service) means that there are a range of stakeholders involved and have an interest in the outcomes to be delivered through this call-off contract. They include:

- Ministers responsible for health, social care and spending policies and priorities;
- Government departments and relevant arms-length bodies responsible for the strategic delivery of government priorities, for the allocation of available funding and health and social care outcomes. These include the Department for Health and Social Care, NHS England, and NHS X;

- Citizens who use Health and Social Care services which use/collect demographic data;
- Health and Social Care sector professionals and practitioners who rely on the accurate, consistent and available demographic data to deliver a range of reactive and proactive services;
- NHS Digital support functions such as Service Management, Finance, Assurance, Strategy, Data Management and Security who through their various responsibilities and areas of expertise enable, manage, and support the delivery of the Buyer's Personal Demographic Service, Demographics Platform and Spine Core Platform;
- NHS Digital Delivery Directorates – Data Services Directorate and Product Directorate – who feed products into or receive support/services from the Spine Core Platform;
- NHS Digital Platform Directorate who is responsible for ensuring that its demographic data services operate efficiently and effectively to support the day-to-day delivery of appropriate health and social care outcomes.

2.4 Timing Scope

This call-off contract is dependent both in whole and in part on funding being agreed for the period of its duration, which in turn may be impacted by government, departmental and organisational priorities. However as improvements in, and better access to demographic data is at the core of national policy to improve health and social care outcomes it is high priority and is expected to be supported as such. In addition it is expected to this work will support the following commitments, standards and initiatives:

1. Commitment (10th Dec 2020) to Secretary of State and Lord Bethell around NHS Number, Improved Patient Experience and Consistent Digital Communications
2. NHS digital, data, and technology standards - Patient records for all health and care settings must use the NHS Number wherever possible".
3. Tech Vision - Build a data layer with registers and APIs; Every service must be designed around user needs, whether the needs of the public, clinicians or other staff
4. Providing citizens a way to maintain their own demographics, including address and ethnicity per supporting GP 2021/22

2.5 Life-Cycle Scope

This call-off contract will encompass many different stages of the product development and delivery lifecycle including discovery, design and development.

2.6 Technical Scope

2.6.1 Core Technical Capabilities

Technology Capability details are contained in: The primary focus of this call-off contract is for activities which support and underpin the transform work focused on the Buyer's Personal Demographic Service. In addition the principles, standards, tools and processes the Buyer expects the Supplier to adhere to from a User Centre Design perspective are contained in the NHSD Service Manual (https://service-manual.nhs.uk/)	Annex 2

2.6.2 Diagram of the Technical Scope

Spine Key Tech Stack diagram

[This tech stack diagram has been included for reference as most – but not all – elements are utilised by the Buyer's demographic solution. In addition it is expected that new APIs and User Interfaces as well as links to NHS D data processing services for da analysis purposes].
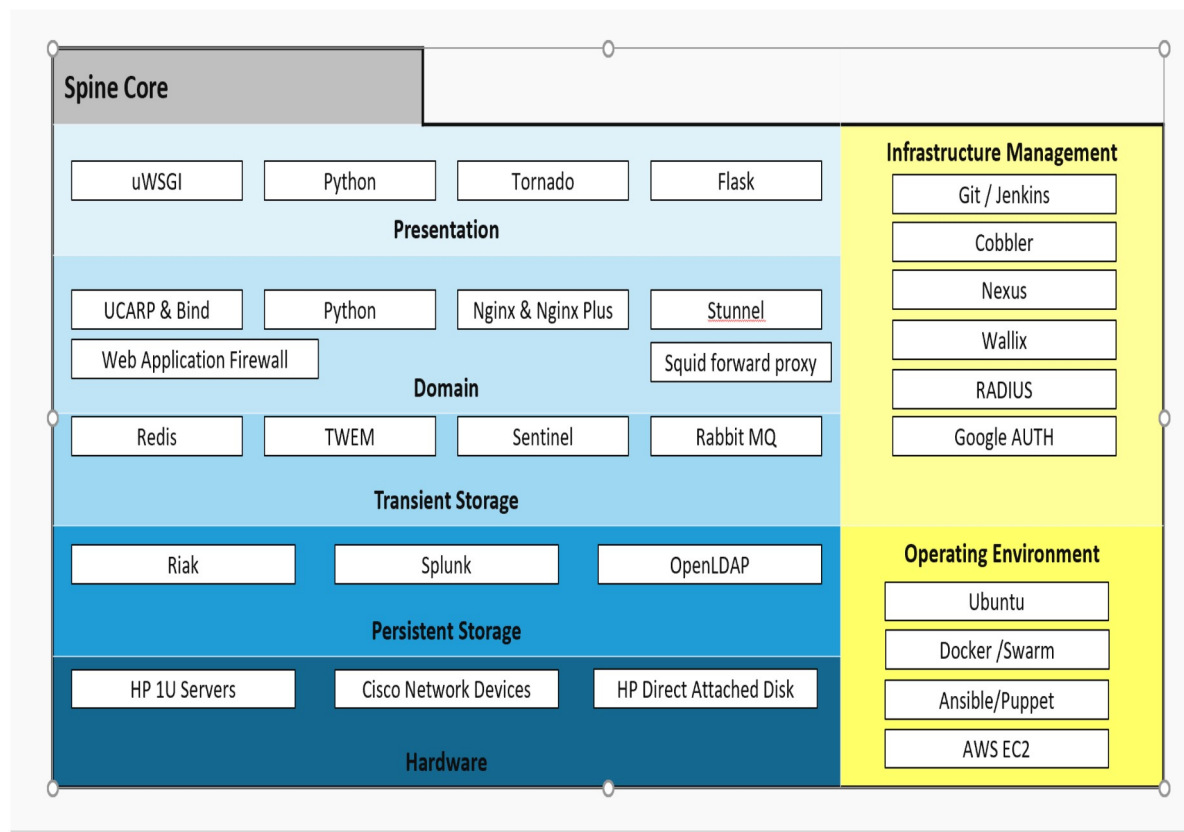
For reference, the following diagrams provide an overview of the current and 'to be' system interfaces with Spine Demographics.

Diagram showing current System Interfaces with Spine Demographics