

OFFICIAL - SENSITIVE - COMMERCIAL

PCSS Call-Off Terms  
Schedule 2.4 (Service Reports)

Primary Care Support Services Call-Off  
Agreement

Schedule 2.4

**Service Reports**

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**1. Service Reports**

- 1.1 Within the relevant period specified in the table at Annex 1 entitled "Timescale for Solution of Pro Forma", the Supplier shall provide to the Customer for its approval a pro-forma of each of the Service Reports associated with the Services and listed in Annex 1.
- 1.2 The Supplier shall provide the following details in respect of each Service Report identified in Annex 1:
  - 1.2.1 the title of the Service Report;
  - 1.2.2 the content of the Service Report, which shall contain at least the detail as required in this Schedule;
  - 1.2.3 to whom the Service Report will be provided;
  - 1.2.4 the frequency of provision of the Service Report; and
  - 1.2.5 the format of the report e.g. physical, PDF, CSV file.
- 1.3 If the Customer rejects all or any of the pro-forma Service Reports, the Customer shall notify the Supplier and provide the Supplier with the reason for the rejection and its proposal for amending the relevant Service Reports. The Supplier shall take into account the proposed amendments by the Customer and shall submit a revised version of the relevant Service Reports to the Customer for approval within five (5) days of receipt of notice in accordance with this Paragraph. The Parties shall repeat the process set out in this Paragraph until all of the pro-forma Service Reports been approved in writing by the Customer.
- 1.4 Annex 1 provides a summary of the Service Reports and their minimum content requirements.
- 1.5 At no additional cost, the Supplier shall supply the recipient (as defined in Paragraph 1.2.3) with the Service Reports in accordance with the frequency agreed in Paragraph 1.2.4. Either party shall be entitled to propose reasonable variations to the Service Reports required to be provided by the Supplier in order to reflect changes in the Services during the Term. The list of Service Reports shall be subject to discussion between the parties as part of the annual review described at Paragraph 8 of Schedule 5.1 (Call-Off Governance) of the Call-Off Agreement each year in order to consider the adequacy of the Service Reports and any amendments to the list which may be required to reflect changes to the Services.
- 1.6 Any Dispute in connection with the preparation and/or approval of the list of Service Reports shall be resolved in accordance with the Dispute Resolution Procedure.

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**Annex 1 - Service Reports**

<b>Title of Service Report</b>	<b>[REDACTED]</b>	<b>Frequency of provision</b>	<b>To whom Service Report is provided</b>	<b>Timescale for Submission of Pro Forma</b>
Performance Monitoring Report	[REDACTED]	Each Service Period	Customer	Within thirty (30) days of the Service Commencement Date
Balanced Scorecard Report	[REDACTED]	Each Service Period	Customer	Within thirty (30) days of the Service Commencement Date
Service Improvement Report	[REDACTED]	Annually	Customer	Within six (6) months of the Service Commencement Date
Change Management Report	[REDACTED]	Monthly	Customer	Within thirty (30) days of the Service Commencement Date
Transition Progress Report	[REDACTED] [REDACTED] [REDACTED]	Weekly	Customer	Within ten (10) days of Call-Off Effective Date

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Title of Service Report	[REDACTED]	Frequency of provision	To whom Service Report is provided	Timescale for Submission of Pro Forma
Transformation Progress Report	[REDACTED]	Monthly	Customer	Within thirty (30) days of Call-Off Effective Date
User Feedback Report	[REDACTED]	Monthly	Customer	Within thirty (30) days of the Service Commencement Date
Operational, Service Issues and Risks	[REDACTED]	Monthly	Customer	Within thirty (30) days of Service Commencement Date
Complaints and Compliments Report	[REDACTED]	Monthly	Customer	Within thirty (30) days of Service Commencement Date
Data Requests and Compliance Report	[REDACTED]	Monthly	Customer	Within thirty (30) days of Service Commencement Date

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Title of Service Report	Content	Frequency of provision	To whom Service Report is provided	Timescale for Submission of Pro Forma
Audit and Assurance Report	[REDACTED]	6 monthly (in relation to the report described in paragraph (b), by 30 April each Contract Year)	Customer	Within sixty (60) days of Service Commencement Date
Audit Reports received by Supplier	[REDACTED]	Within one month of receipt by the Supplier	Customer	N/A
Probity Report on Ophthalmic Claims	[REDACTED]	Each Service Period	Customer	N/A
Ad Hoc Reports	[REDACTED]	When requested	Customer and Public Health England	N/A

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Title of Service Report	Content	Frequency of provision	To whom Service Report is provided	Timescale for Submission of Pro Forma
KC53	[REDACTED]	Quarterly	HSCIC	Within thirty (30) days of Service Commencement Date
KC63	[REDACTED]	Annually	HSCIC	31 October, following the end of the reporting period to which the data relates (e.g. 1.9.2015 - 31.10.2015)
CWKL	[REDACTED]	Monthly	Customer and Public Health England	Within thirty (30) days of Service Commencement Date
CSSE / SUSP	[REDACTED]	Monthly	Customer and Public Health England	Within thirty (30) days of Service Commencement Date
VSA14	[REDACTED]	Monthly	Customer and Public Health England	Within thirty (30) days of Service Commencement Date

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