

PCSS Framework Agreement
Schedule 3.1 (Service Description)

Primary Care Support Services Framework Agreement

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1. Definitions

- 1.1 Unless defined within this Schedule, or in the Call-Off Order Form applicable to this Call-Off Agreement, the definitions in Schedule 1 of the Framework Agreement shall apply.

2. Introduction

- 2.1 This Schedule sets out the scope of the Services which may be provided by the Supplier under each Call-Off Agreement to any Customer and provides a high-level description of what each Service entails.

3. Services Description

- 3.1 The Services to be provided by the Supplier under this Framework Agreement comprise the following (each of which is described in more detail in the tables below):

- 3.1.1 Payments, Registrations and Pensions Services;
- 3.1.2 Medical Records and Administration and Movement Services;
- 3.1.3 Screening Programme Administration Services;
- 3.1.4 Probity Administration Services;
- 3.1.5 Performers List Administration Services;
- 3.1.6 Market Entry Administration Services;
- 3.1.7 assistance Services to help users through the primary care pathway;
- 3.1.8 brokerage Services for personalised health budgets;
- 3.1.9 Health Campaign Management Services;
- 3.1.10 general administration Services as set out in and/or anticipated by the Contract Notice;
- 3.1.11 IT Platform and Solution Services in relation to accessing the replacement or alternate system to NHAIS; and
- 3.1.12 other related and/or incidental and/or value-added Services as set out in and/or anticipated by the Contract Notice.

- 3.2 Any changes to the scope of Primary Care Support Services, Additional Services or IT Platform and Solution Services shall be made in accordance with Clause 10 of the Framework Agreement.

- 3.3 Nothing in this Schedule shall in any way limit the obligation of the Supplier to meet its obligations relating to the Services specified elsewhere in the Framework Agreement.

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4. Services

4.1 Primary Care Support Services

Ref	Service	Description
1	Payments, Registrations and Pensions Services	Requirements in relation to payments, registration data quality checks and pension payment Services for primary care.
1.1	Payment Services for Primary Care Contractors	
1.1.1	Development of payment schedules	Development of the payment schedules to support payment of the Primary Care Contractors in line with the contractual terms agreed at the point of payment (associated with the Primary Care Contractor) including administration and receipting on associated programmes/systems.
1.1.2	Making payments	Making the payments to Primary Care Contractors under the payment schedules developed by the Supplier in accordance with 1.1.1.
1.2	Payment Services for other health and social care bodies	
1.2.1	Collaborative fees and enhanced payments	Supporting and making payment of collaborative fees and enhanced payments for other health and social care bodies.
1.2.2	Other payments services as set out in and/or anticipated by the Contract Notice	Supporting and making payments for other health and social care bodies.
1.3	Pensions administration	
1.3.1	Administration of NHS Pension Scheme or other equivalent pension schemes for primary care Performers	The calculation, deduction and payment (including associated administrative tasks) to NHS Pensions for the NHS Pension Scheme (or any equivalent schemes) for all primary care Performers, in line with the statutory requirements and the commercial arrangements of those pension schemes.
1.3.2	Administration of NHS Pension Scheme or other equivalent pension schemes for all primary care GP practice staff	The calculation, deduction and payment (including associated administrative tasks) to NHS Pensions for the NHS Pension Scheme (or any equivalent schemes) for all primary care GP practice staff, in line with the statutory requirements and the commercial arrangements of those pension schemes.

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1.3.3	General administration of NHS Pension Scheme or other equivalent pension schemes on behalf of other bodies	The calculation, deduction and payment (including associated administrative tasks) to NHS Pensions for the NHS Pension Scheme (or any equivalent schemes) for other qualifying staff, in line with the statutory requirements and the commercial arrangements of those pension schemes.
1.4	Registration data quality checks	
1.4.1	Patient registration activities	Responsibility for all data quality in relation to patient registration activities (including, but not limited to GPs), for all types of registration (new patient, re-registration and de-registering).
1.4.2	Maintenance activities	Responsibility for the management of all maintenance activities (for example integrity checks and data quality checks) on the patient central registration database (NHAIS or any replacement / alternate systems).
1.4.3	Other data quality functions as set out in and/or anticipated by the Contract Notice	Provision of data quality and validation services in respect of any other population based database falling within the scope of this Framework Agreement.
1.5	Helpdesk function	
1.5.1	Helpdesk function for payment and registration of patients	Provision of a help desk function, specifically related to payment and registration of patients. This may be delivered by the Supplier through a number of channels, including self-service, web-chat and telephone.
1.5.2	Other helpdesk functions as set out in and/or anticipated by the Contract Notice	Provision of a help desk function for any other service falling within the scope of this Framework Agreement. This may be delivered by the Supplier through a number of channels, including self-service, web-chat and telephone.
2	Medical Records and Administration and Movement Services	Delivery of Services relating to the movement of medical records, including related courier and storage Services.
2.1	Medical records management and movement	
2.1.1	Medical records - logistics and storage	Responsibility for the logistics and storage of medical records in either paper or digital media, including the ability to track documents during transit.
2.2	Administration of records	
2.2.1	Patient registration procedures and NHS England policy	Provision of administrative support to Primary Care Contractors on patient registration procedures and relevant accountable health and social care body policy.

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2.2.2	Security of administering records	The secure administration (including the processing and analysis of information containing in the records) of all primary care records, including those in storage.
2.2.3	Other records as set out in and/or anticipated by the Contract Notice	Provision of administrative support for and secure processing of other health care records, including those in storage.
2.3	Miscellaneous information requests	
2.3.1	Miscellaneous access requests from third parties (to be actioned within time frame mandated by relevant statute, regulation or policy, depending on the request made and governance applicable to it)	Processing miscellaneous information requests including access to records from eligible third party organisations e.g. the Police, the Armed Force, the prison Service, the Salvation Army and local authorities.
2.4	Forwarding of correspondence	
2.4.1	Forwarding of correspondence to patients - as required	Forwarding correspondence (including patient correspondence) from NHS approved organisations, as required.
2.5	Managing patient correspondences	
2.5.1	Information system patient correspondences	Managing patient correspondences, including the call and re-call programmes for screening and medical cards for first registrations using NHAIS (or any replacement / alternate system).
2.6	Routine data quality checks	
2.6.1	Routine data quality checks - as specified	A variety of data and quality checks, for example data shall be checked to ensure it is complete (e.g. name, address and date of birth are all present) and depending on the type of registration details such as the previous address and GP, NHS number, date of arrival in the UK and date of enlistment and leaving the armed forces shall be checked to ensure that they are complete.

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2.6.2	Non-routine data quality checks – as specified	A variety of data quality projects (typically instigated by the local Area Team), for example, large scale patient mailings that can be used to identify patients who may no longer be resident at the address held on record, including mailings to persons who have not attended screening or not attended their GP practice for a defined period of time. Such mailings may be necessary in areas where there is a more transient population, especially urban and city areas.
2.7	Primary Care Contractor supplies	
2.7.1	Primary Care Contractor stationery and supplies	Responsibility for stationery and supplies and ordering and fulfilment Services to Primary Care Contractors of all materials.
2.7.2	Other procurement, logistics and supplies as set out in and/or anticipated by the Contract Notice	Provision of services relating to procurement, logistics and supplies to any other body, including but not limited to ordering and fulfilment services of all materials.
2.8	Information system access requests	
2.8.1	Access to Open Exeter (or any replacement / alternate system)	Sanctioning, setting up, supporting, maintaining and training users on Open Exeter (or any replacement / alternate system).
2.8.2	Access to other online systems	Sanctioning, setting up, supporting, maintaining and training users on any online systems provided under this Framework Agreement.
2.9	Digital Records Services	
2.9.1	Digital Records Services	Provision of records digitisation services and facilitating IT applications software including collection, secure movement, indexing, scanning and electronic storage of paper records held in any location. Once digitised, provision of search and retrieval functions to authorised persons, transfer of ownership, extraction and archiving.
3	Screening Programme Administration Services	Responsibility for the administration for screening programmes.
3.1	Administration requirements	

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3.1.1	Administrative support and eligibility checks for screening programmes	Responsibility for the administrative support to screening programmes, including, but not limited to, ensuring all eligible individuals against the prevailing eligibility criteria are identified, contacted, called, recalled and/or informed of results in line with screening programme guidelines.
4	Probity Administration Services	Requirements in relation to probity Services for Primary Care Contractors and patient eligibility.
4.1	Post payment verification and eligibility administration	
4.1.1	Post payment verification	Provision of probity Services for all payments made to Primary Care Contractors.
4.1.2	Patient eligibility checks	Responsibility for the processing and checking of claims and eligibility including, but not limited to, for ophthalmic charges, prescription charges, dental charges and personalised health and social care budgets.
5	Performers List Administration Services	Requirements in relation to the administration of the Performers List (eligibility of practitioners to provide Services e.g. qualifications and visa checks).
5.1	Processing of Performers List applications	
5.1.1	Performers List applications	<p>Processing of Performers List applications and on-going administration of the Performers List (which involves undertaking reviews of the Performers List and transferring records from the Performers List between Area Teams) including:</p> <ul style="list-style-type: none"> a. Dealing with any queries (for example in relation to the Performers List application process e.g. references, qualifications and visa checks); b. Administration of the Performers List, including updating personal details, such as change of address; and c. Supporting the administration, document and identity verification and managing all relevant checks as set out in the Standard Operating Procedures.
5.1.2	Identity verification for Performers and primary care practice staff	Provision of an identity verification and Disclosure and Barring Service checking for Performers and primary care practice staff.

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5.1.3	Registration Services	<p>Processing registration applications and on-going maintenance on behalf of any Potential Customer, including:</p> <ul style="list-style-type: none"> a. Dealing with any queries (for example in relation to the application process e.g. references, qualifications and visa checks); b. Administration of the Register, including updating personal details, such as change of address; and c. Supporting the administration, document and identity verification and managing all relevant checks as set out in the Standard Operating Procedures.
5.2	Registration Authority practices	
5.2.1	Smart-card Service	Provision of a Registration Authority Service for smart-cards used by GPs to access their IT equipment, including the issuing of rate-cards and capturing of data from the rate-cards for completing the Performers List.
6	Market Entry Administration Services	Requirements in relation to the administration of Market Entry for pharmaceutical Services
6.1	Market Entry applications administration	
6.1.1	Administrative support for pharmaceutical Market Entry	The provision of administrative support for pharmaceutical Market Entry.

4.2 Additional Services

7	Primary care pathway assistance	Requirements in relation to assistance Services to help users through the primary care pathway.
7.1	Primary care pathway assistance Services	
7.1.1	Messaging reminder Service	Provision of a systematic and ad hoc messaging or other communication Service that supports patients through the primary care pathway to manage their care, for example, to be reminded to take dosages of prescribed drugs or attend appointments.
8	Brokerage Services	Requirements in relation to providing a brokerage Service for personalised health budgets.

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8.1	Personalised health budgets	
8.1.1	Brokerage Services for personalised health and/or social care budgets	Provision of a brokerage Service for patients who are allowed personal budgets to spend on their care.
9	Health Campaign Management Services	Provision of campaign management support in respect of health management / promotion campaigns.
9.1	Health Campaign Management	
9.1.1	Campaign Management Support	Provision of logistics, communications and campaign management support in respect of health management / promotion campaigns.
10	Other Administration Services	Provision of general administration and support services
10.1	Administrative support services	
10.1.1	Administration and support as set out in and/or anticipated by the Contract Notice	Provision of a range of administration services including, but not limited to: <ul style="list-style-type: none"> - Workforce management; - Finance, procurement and logistics; - Information management and technology; - Document management services (including digitisation services); and - Data processing and office support services.
10.2	Consultancy services	
10.2.1	Consultancy services as set out in and/or anticipated by the Contract Notice	Provision of a range of professional consultancy services including, but not limited to: <ul style="list-style-type: none"> - Business and management consultancy services; - Procurement, recruitment and HR.
11	Other Property Services	
11.1	Site Clearance and Vacant Possession Services	

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11.1.1	Site Clearance and Vacant Possession Services	Provision of such services as may be required by a Customer in order for that Customer to achieve site clearance and/or provide vacant possession of properties vacated.
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4.3 IT Platform and Solution Services

11	IT Platform and Solution Services	Requirements in relation to accessing and using the Supplier's IT Solution.
11.1	Supplier's IT Solution	
11.1.1	Access to Supplier's IT Solution	Providing access to Potential Customers to all of or some of (depending on the Potential Customer requirement) the functionality of the Supplier's IT Solution.
11.1.2	Secure environment	Enabling Potential Customers to operate in a secure environment under the Supplier's IT Solution. The Supplier and other users do not need to operate in separate instances of the system provided that the data is not accessible between user groups.
11.1.3	Ancillary Services	Providing access to Potential Customers to ancillary services e.g. scanning and printing.
11.1.4	Other IT Services as set out in and/or anticipated by the Contract Notice	Providing Potential Customer specific software, hardware, telecommunication and support services as required.