

G-Cloud 15

Service Definition for PRIMIS Primary Care Data Quality Assurance (January 2026)

1. Service Definition

To report on the level of conformance to a data specification once implemented within a data warehouse, GP IT system or software solution containing, or based on, primary care coded data.

Overview

The PRIMIS quality assurance service provides a comprehensive report outlining deviations from the data 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 the 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. Quality Assurance Process

To assure the quality of the implementation 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 supplier data sets
- Provision 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
- Provision of test packs to support the accurate implementation of data specifications by GP system suppliers

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 published its NHS Data Security and Protection Toolkit assessment in May 2025, measuring its performance against the National Data Guardian's ten data security standards and providing assurance of good data security and handling practice.

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.

All members of the PRIMIS team undertake regular Information Governance/Security training.

4. Security Policies and Procedures

The University of Nottingham is certified under Cyber Essentials Plus.

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:

- UoN Information Security Policy
- UoN IT Network Security Policy
- UoN System Configuration and Management Policy
- UoN Access Control Policy
- UoN Anti-Malware Policy
- PRIMIS Information Security Management System (ISMS) Risk Register
- 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 a member of the Business Implementation Team. 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-pocket expenses incurred by the University in connection with the Services upon submission of receipts or other evidence of the same.