

G-Cloud 15

Service Definition for PRIMIS Primary Care Data Solutions – Extraction, Benchmarking and Reporting (January 2026)

1. Service Definition

Overview

PRIMIS develops quality improvement tools on behalf of national, regional, and local NHS organisations and private sector organisations. These tools help practices maintain an overall picture of how they are managing their patient population and, at the same time, enable them to look in detail at the care of individual patients. In addition to improving patient care, PRIMIS tools support improvement of data quality.

PRIMIS solutions use a variety of data extraction methods dependent on local requirements (including GP IT system searches and reports). PRIMIS works closely with the locality to determine the most suitable data extraction routine. The tools are delivered to practices using an External SharePoint site and typically involve the use of our analytical tool, which processes and presents practice data in a multitude of formats. PRIMIS can also provide GP system specific data entry tools to help support the availability of the data to be extracted.

Where appropriate, secure transmission of practice summary data to a cloud-based data warehouse enables the provision of national, regional, and local comparative analyses with the facility to compare data over time to monitor progress against agreed measures.

2. Development Process

Tool development starts by understanding the customer requirement. Where a data collection specification does not already exist, the development of a specification will be required (see PRIMIS Primary Care Clinical System Specification service).

Once the requirement is clear, a non-ambiguous, structured plain English definition (PED) will be prepared. In addition to outlining the data extraction criteria, the PED will specify the post processing required and whether data presentation is required within an analytical tool.

During the development phase, we will assess tool, including whether it's intended use might constitute a medical device and the extent to which a Clinical Safety Case or Review is required.

Pre-release Testing

A rigorous testing methodology is employed, which consists of both internal and external test. This will ensure that the product meets the agreed customer requirements as specified in the PED. Internal testing is carried out on a range of clinical test systems, to verify that the data extraction implementation, the post-processing operations, and the data presentation all conform to the agreed specification.

Once the tool has passed internal testing it will be subject to external testing on live clinical systems. PRIMIS works with a pool of test practices, representative of the major GP system suppliers. As before, any necessary revisions are carried out and re-tested before the tool is handed over to the customer for release.

This process conforms to the requirements of our ISO 9001 certified Quality Management System (QMS).

3. Deployment, Support and Maintenance

Consideration will also be given to the support the customer may require for deployment and maintenance of the tool. A range of optional services are available and will be scoped on a case by case basis:

- Ongoing technical support e.g. Helpdesk (telephone/email/web)
- Customised and off the shelf Training (webinar/face to face/online learning)
- Services to support practices during implementation of a tool
- Consulting services
 - Supporting practices to maximise the benefit to themselves and patients from running the tools
 - Understanding the impact of SNOMED CT on primary care extracts
- Provision of remote installation and extraction services (subject to Information Governance restrictions)
- Development of customised guidance documentation
- Audit revision following code updates (SNOMED CT)
- Implementation of changes to published clinical guidance
- Deployment of GP system specific searches, reports, templates and protocols

4. 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 processes for data extraction ensure that only the minimum required volumes of data are extracted. PRIMIS writes queries that implement formal logical query definitions, which are based on customer requirements that are subject to strict quality control measures. No additional information is ever extracted.

Where a tool incorporates the facility to upload data to the PRIMIS data, users must also accept the appropriate mandatory Data Collection Agreement and undergo a verification process.

The PRIMIS Governance Sub-Committee (GSC) monitors all data extraction projects that PRIMIS undertakes to ensure any information governance concerns or issues are identified and correctly addressed. The Committee reviews the PRIMIS approach to data extraction projects that are outside the 'standard model' (when anything other than aggregate practice data are submitted to PRIMIS). Membership of the GSC includes members of the PRIMIS senior management team with information governance responsibilities, plus independent external practice, patient, and information governance specialist representation. The Committee also considers data access applications.

PRIMIS does not extract, handle, or process patient identifiable data. All members of the PRIMIS team undertake regular Information Governance/Security training.

5. 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

6. Quality Control Measures

PRIMIS is certified to the ISO 9001 (Quality Management Systems) standard, which ensure the effective development and delivery of products and services that consistently meet customer and quality expectations from the point of initial engagement through to handover and sign-off.

All information service products developed by PRIMIS go through a rigorous testing process covering all clinical systems prior to general release and involves GP system suppliers and members of the PRIMIS team (including Clinical Advisors) who are experienced users of GP IT systems and the PRIMIS CHART tool.

7. 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.

8. 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.

9. 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 Development 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'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.

Appendix 1

Analytical tool

The PRIMIS analytical tools enable health care professionals to review clinical data at both patient and practice level. This helps practices maintain an overall picture of how they are managing their patient population and, at the same time, enables them to look in detail at the care of individual patients. Our tools are widely used among GP practices and CCGs.

The tools use customised queries for running on a practice clinical IT system, and it provides instant analysis and display of the response files. The tool displays results in several useful ways including a summary sheet, a dashboard providing a graphical snapshot of care at practice population level and interactive graphs. The graphical views enable practices to drill down to a filtered datasheet, helping practices to identify patients of interest or concern.