

Primary Care IT Limited

Service Definition Document – G-Cloud 15

Introduction

About Primary Care IT

Primary Care IT provides a clinically led digital service designed to improve patient care and outcomes, strengthen practice and PCN performance, increase operational efficiency, and improve the accuracy of data, reporting, and payment for practices, PCNs, neighbourhoods, and ICB commissioners.

There are two services:

1. **PCIT Toolset**, embedded directly within GP clinical systems
2. **OneAnalytics**, a suite of regularly updated dashboards supporting population health management and delivery oversight

Together, these components support practices and PCNs to translate national and local requirements into **practical, actionable clinical and operational work**, delivered safely within everyday workflows.

Primary Care IT publishes [case studies](#) demonstrating a **return on investment of approximately 3 to 15 times**, reflecting improvements in efficiency, contract delivery, income capture, and patient safety.

Intended Outcomes and Benefits

1. Improved Patient Care and Outcomes

- Proactive identification of patients at clinical risk
 - Improved patient safety through monitoring, alerting, and structured workflows
 - More consistent, standardised care aligned to national and local guidance
 - Reduced likelihood of patients being missed or reviewed late
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2. Improved Practice and PCN Performance (Ease of Delivery)

Primary Care IT supports practices and PCNs to deliver national and local requirements **more efficiently and with reduced operational burden.**

The service focuses on **reducing the time, effort, and risk required to achieve and evidence performance**, rather than altering contractual thresholds or targets.

This includes:

- Simplifying delivery of **QOF, PCN DES, and all national contracts** by clearly identifying required activity and patients needing action
 - Supporting efficient delivery of **local enhanced and commissioned services**
 - Providing clear visibility of **progress, variation, and remaining work** at practice and PCN level
 - Enabling evidence of delivery to support **assurance, payment, and commissioning processes**
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3. Increased Operational Efficiency

- Reduced administrative burden for clinical and non-clinical teams
 - Improved delegation of work to appropriate roles
 - Streamlined workflows embedded within clinical systems
 - Time released for direct patient care
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4. Improved Data Quality, Reporting, and Payment Accuracy

- Improved clinical coding and record completeness
 - More accurate reporting for national and local contracts
 - Improved confidence in payment claims
 - Consistent data to support population health management and system oversight
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Services

1. PCIT Toolset

Primary Care IT provides a comprehensive suite of **clinical system tools** embedded within **EMIS Web, SystmOne, and Medicus**, designed to support **safe, efficient, and standardised care delivery**.

These tools are developed by Primary Care IT's in-house development team, which includes practising GP partners. The tools are aligned to:

- National clinical guidance
- Contractual and specification requirements
- Local enhanced service requirements where applicable
- Regulatory and quality requirements, including CQC

Types of Tools Provided

Clinical system tools include (vary by clinical system used):

- Templates and protocols
- Searches and reports
- Alerts and patient status alerts
- Questionnaires and documents
- Clinical calculators

Tools are organised into clearly defined categories to support usability and governance, including:

- Admin Tools
- Contract Tools
- Data Quality
- Medicines Safety
- Patient Safety
- Practice Income
- Public Health
- Time-Saving Clinical Tools

Full details of individual tools are available via the Primary Care IT support site.

Role in Clinical System Optimisation

Clinical system tools support structured optimisation by:

- Improving consistency of data entry
- Reducing duplication of work
- Supporting safer clinical decision-making

- Enabling appropriate delegation across practice and PCN teams
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2. OneAnalytics

OneAnalytics is a suite of regularly updated dashboards designed to reduce the operational cost of delivery by providing clear, structured insight across national contracts, clinical risk, administrative activity, and local services.

Dashboards are available at **practice, PCN, Place, and ICB level, giving access appropriate to the role of the user**, and support drill-down from population-level insight to patient-level action.

Dashboard Coverage

National Contracts

Dashboards supporting:

- **Quality and Outcomes Framework (QOF)**
- **Investment and Impact Fund (IIF)**
- **Structured Medication Reviews (SMR)**
- **Core20Plus5** health inequalities

These dashboards provide visibility of:

- Progress against indicators
 - Remaining activity
 - Variation across practices
 - Delivery and financial implications
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Clinical Risks

Dashboards supporting proactive management of higher-risk cohorts, including:

- **Cardiovascular Risk**
- **Frailty Risk**
- **Hypertension Risk**
- **HbA1c Risk**

These dashboards support:

- Targeted recalls and reviews
- Risk stratification across populations

- Safer delegation to pharmacists, nurses, and additional roles
 - Reduction in patients being missed or reviewed late
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Administrative and Access Oversight

Dashboards supporting operational planning and assurance, including:

- **GPAD Appointments**

These dashboards provide visibility of appointment activity and access metrics, supporting comparison across practices and PCNs.

Local Contracts

Where applicable, dashboards supporting:

- **Local Enhanced Services**

These dashboards provide visibility of delivery against local specifications, identification of eligible patients, and evidence to support accurate reporting and payment.

Operational Value of OneAnalytics

OneAnalytics is designed to:

- Reduce the time required to understand performance
 - Reduce the effort needed to identify patients requiring action
 - Reduce risk associated with missed activity or poor visibility
 - Support consistent delivery across practices, PCNs, neighbourhoods, and systems
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Deployment and Access

- **Clinical system tools** are embedded directly within **EMIS Web, SystmOne, and Medicus**, and are accessed as part of users' normal clinical workflows.
 - **OneAnalytics** is accessed via a secure **web-based interface**.
 - OneAnalytics dashboards are available at **practice, PCN, Place, and ICB level**, supporting population health management and system-wide oversight.
 - No additional applications are required to deliver the service.
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Onboarding and Training

Primary Care IT provides structured onboarding to support safe and effective adoption of the service. This includes role-appropriate training for clinical and non-clinical users, access to comprehensive support materials, and ongoing engagement through a named customer relationship manager.

Training and onboarding are tailored to customer context, including practice, PCN, and ICB deployments.

Support and Maintenance

The service includes ongoing maintenance and regular updates aligned to national and local contractual, clinical, and regulatory requirements.

Customers have access to specialist support teams with expertise in EMIS Web, SystmOne, and Medicus, supported by comprehensive online guidance and documentation.

Business Continuity and Resilience

Primary Care IT maintains business continuity and disaster recovery arrangements proportionate to the nature of the service.

These arrangements are designed to:

- Protect patient safety
- Minimise service disruption
- Ensure continuity during planned or unplanned outages of underlying clinical systems

Business continuity planning recognises that Primary Care IT operates as an embedded service within existing GP clinical systems.

Exit and Offboarding

On termination of the service, access to Primary Care IT tools and OneAnalytics is removed.

All patient data remains within the customer's clinical systems. Offboarding follows agreed information governance, data protection, and retention requirements.

Data Security and Assurance

Primary Care IT Limited places strong emphasis on data security, information governance, and clinical safety.

- Data is managed and stored in infrastructure compliant with **NHS Digital data protection and security standards**.
- Primary Care IT Limited is an approved supplier on **GP IT Futures** and is eligible for central funding.
- The service has successfully completed NHS Digital assurance processes and is approved as a **productivity solution**.

Further detail on information governance, security controls, and assurance measures is available via the Primary Care IT Trust Centre: <https://www.primarycareit.co.uk/primary-care-it-trust-center/>

Evidence of Value

Primary Care IT publishes case studies demonstrating:

- Improved patient safety
- Improved delivery of national and local contracts
- Increased operational efficiency
- Improved income capture and payment accuracy

These case studies demonstrate a **return on investment of approximately 3 to 15 times**, depending on local context and services delivered.

Full case studies are available at: <https://www.primarycareit.co.uk/category/case-studies/>

Summary

Primary Care IT delivers a clinically led, system-embedded digital service consisting of **Primary Care IT Toolset** and **OneAnalytics dashboards**.

Together, these components support:

- Safer, more proactive patient care
- Reduced cost and risk of delivering required performance
- Increased operational efficiency
- Improved data quality, reporting accuracy, and payment confidence

The service is structured, assured, and scalable, supporting practices, PCNs, neighbourhoods, and ICB commissioners to deliver care more effectively and consistently.