

What is CQRS? Information for NHS England area teams

The Calculating Quality Reporting Service (CQRS), together with the General Practice Extraction Service (GPES) is replacing the Quality Management and Analysis System (QMAS), the system currently used to calculate payments to GPs under the Quality & Outcomes Framework (QOF). CQRS has also been designed to support enhanced services.

What are the benefits for NHS England Area Teams?

- Time savings for Area Teams through the automation of recording, checking and submitting achievement for the quality services, e.g. QOF and Directed Enhanced Services (DES), that CQRS and GPES supports. This replaces and streamlines existing manual processes.
- Allows the management of multiple Quality-Services.
- Provides a nationally procured, high quality service that will ensure they do not need to spend time and resource procuring local alternatives.
- As the service will be available for longer periods of time, Area Teams will be able to see from the start of participation in a quality service how they are performing and take corrective actions where appropriate.
- It will also make it easier to introduce quality payments to GPs to incentivise improvements in the quality of care. It will benefit the wider NHS as a new calculating system which will be far more cost-effective to manage, operate and change.

How does CQRS work?

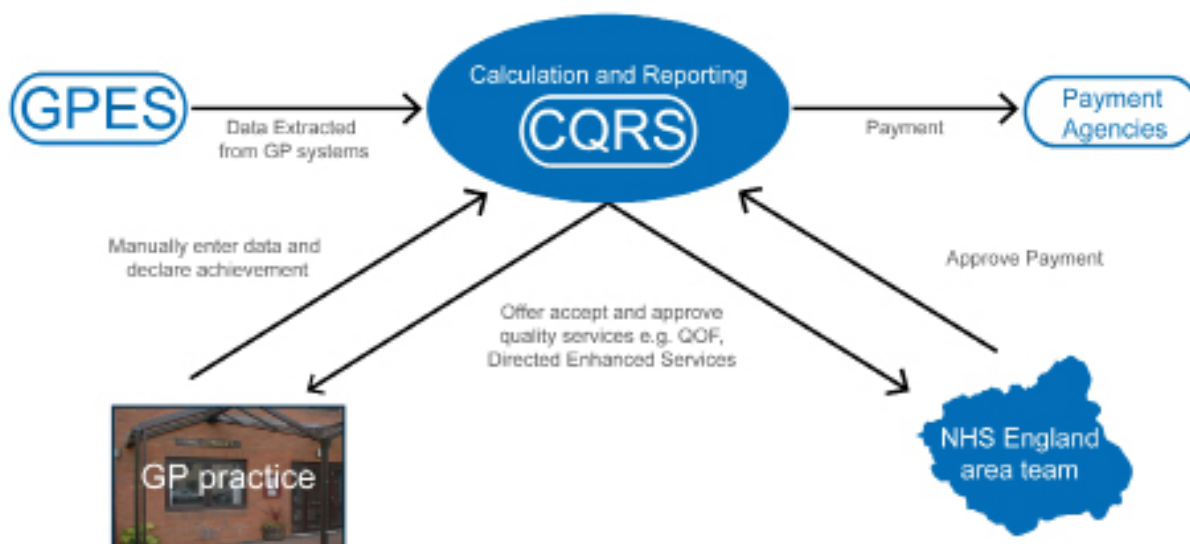
CQRS obtains data for Quality Services from general practice clinical systems using the General Practice Extraction Service (GPES), which is being developed by the Health and Social Care Information Centre (HSCIC).

CQRS only gets data from GPES where a GP practice is participating in a Quality Service. GPES will only send aggregate data – there is no patient level data needed for calculating achievement on CQRS.

Like QMAS, CQRS can only be accessed via N3. This is to ensure that only NHS staff and organisations can use the system.

Can you access CQRS?

- Advanced User Administrators will be created within NHS England, through its Area Teams. They can create users and assign or cancel roles in their own organisation and GP practices.

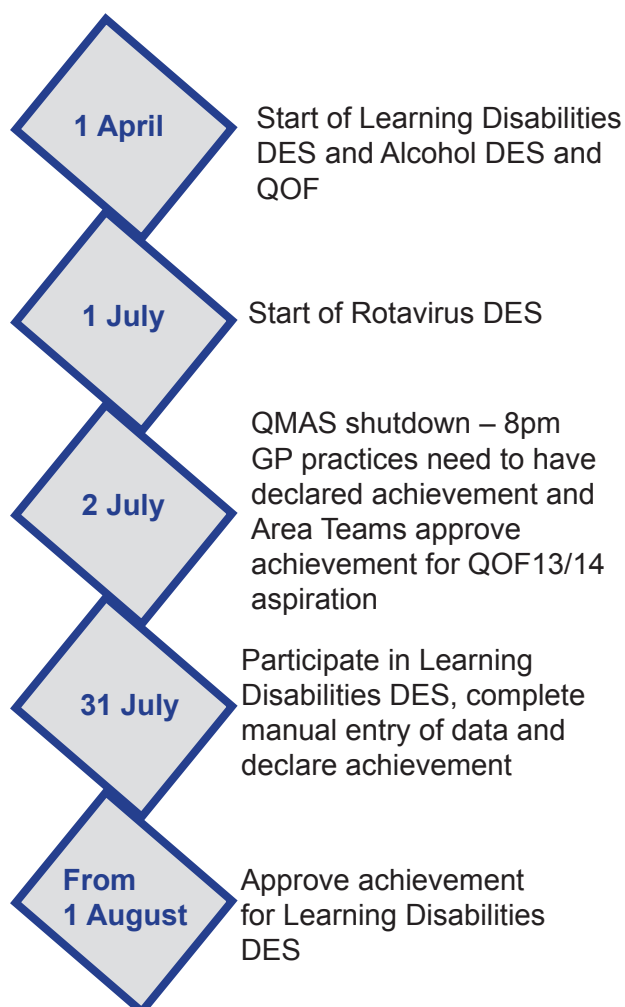


- User Administrators will be created within the GP practices. These users can create users and assign or cancel roles in their own organisation.
- Both roles can modify existing user accounts, lock and unlock user accounts and retire users.
- CQRS has worked with the Area Teams to identify the Advanced User Administrator and User Administrators within GP practices
- Area Team users identified to CQRS have been setup.
- Users not identified can be setup by an Advanced User Administrator within their organisation or alternatively should contact the CQRS Service Desk cqrsservicedesk@gdit.com.

A list of user role responsibilities can be found at: <http://systems.hscic.gov.uk/cqrs/users/user-roles.pdf>

*Note: Users must be set up using *.nhs.net or *.nhs.uk email addresses.*

Phase one DES timeline



Once a user has been set up in CQRS, an automated email is then sent to their NHS email address inviting them to complete their user registration and create a password and set their security questions.

You may have previously registered for the CQRS Learning Management System, you will still need to complete your registration on CQRS.

Have you offered enhanced services or other services that CQRS is supporting in 2013/14?

CQRS will support national services where the data is readily available from GP practice clinical systems, at this time it is expected to support the QOF, Learning Disabilities Health Check Scheme, Rotavirus (Routine Childhood Immunisation) and Alcohol Risk Reduction Scheme from early June. Further details of services that will be supported later in the year can be found on the CQRS go-live website: <http://systems.hscic.gov.uk/cqrs/golive>

A GP practice is likely to be participating in many Quality Services on CQRS. This is where CQRS is very different to QMAS. To help manage this CQRS has for each organisation functionality called Participation Management. Using this, you can easily see the Quality Services that GP practices in your area are providing for that year. Through the CQRS web interface NHS England, through its Area Teams are expected to offer the clinical services (DES) to GP practices to participate in. The GP practice can decide to accept or reject the offer.

The Area Team will then need to approve participation. This is the trigger for data to be sent from GPES to CQRS.

Participation Management does not replace discussions between NHS England and GP practices about the Quality Services they have participated in – rather they reflect the national arrangements for calculating payments under those services.

Note for QOF 2013/14 CQRS will automate this process for the QOF, NHS England area teams will not be required to offer the QOF and GP practices will not be required to accept the offer i.e. All GP practices will be assumed to be participating in the QOF.

Do you know that GP practices will need to manually input achievement data for the first DES payments?

For some Quality Services there is an element of achievement data that will need to be manually entered e.g. data that cannot be automatically extracted as the data is not recorded in clinical systems or where data previously submitted manually needs to be updated.

When GPES cannot provide data from GP clinical systems for a Quality Service then the data will need to be entered manually by the GP practice.

When does achievement data need to be entered in 2013/14?

Data will start to be visible in CQRS for QOF 2013/14 from July with data supplied by GPES. GP practices are not required to enter data for QOF; with the exception of certain QOF indicators that require manual entry. Users will be able to view historic QOF data on CQRS from early June 2013 for the years 2008/9 to 2011/12 (2012/13 data will be provided later).

Data will be unavailable from GPES for the first payment calculation of the Learning Disabilities Health Check scheme which starts from April 2013. GP practices will be required to manually enter achievement data for the first payment to be calculated.

GP practices are not required to manually enter data for Alcohol Risk Reduction into CQRS as this is an annual payment and GPES will be able to back date the extracts for this data to cover the period from 1 April 2013. Rotavirus will start from 1 July 2013.

Business rules containing the Read Codes and indicators for the DES and new immunisation services have been published on the Primary Care Commissioning (PCC) website: <http://www.pcc-cic.org.uk/article/des-business-rules-alcohol-reduction-learning-disabilities-and-rotavirus>

Guidance is also available on NHS Employers: www.nhsemployers.org/payandcontracts/generalmedicalscontract/gmscontractchanges/pages/contractchanges201314.aspx.

For the Learning Disabilities DES, GP practices are required to manually enter data by 31 July 2013 for achievement between 1 April and 30 June 2013. Area Teams and GP practices should aim to have completed participation in the Learning Disabilities DES by the end of June to allow sufficient time to enter data.

Do you know how to approve final achievement for QOF, DES or other supported clinical services?

After CQRS has calculated the GP practice's final achievement payment the practice needs to approve the payment value and submit an achievement declaration. The Area Team will need to approve the payment value and initiate the actual payment via the agency's Exeter system. Once GP practices have submitted their data and the declaration and approval process has been followed, then payment for the service will be sent to the payment agency for processing.

Do you know that you can view progress through achievement reporting throughout the year?

CQRS allows GP practices and the Area Team to view progress of achievement through the year; the practice and Area Team can also download the achievement data at any time, so that they can analyse the QOF data outside of CQRS. The reports can be used to predict and identify achievement trends, successes and areas for improvement.

Handy checklist to support GP practices

Steps to consider		Done
1	I know where I can access training materials and job aids for CQRS	
2	I have approved GP practices' achievement activities on QMAS prior to QMAS shutdown.	
3	I can log on to CQRS and have completed my registration.	
4	I know how I can set up other users on CQRS.	
5	I have offered Directed Enhanced Services as agreed with my GP practices.	
6	I know why practices may need to manually enter achievement data.	
7	I know how to approve achievement for QOF and Directed Enhanced Services.	

Further information and useful links

- CQRS news and updates – <http://www.hscic.gov.uk/cqrs>
- CQRS Service Desk: 0800 440 2777 email: cqrsservicedesk@gdit.com
- CQRS Frequently Asked Questions (FAQs) – <http://systems.hscic.gov.uk/cqrs/faqs>
- CQRS Training – <https://training.cqrs.nhs.uk/home>
 - o Tutorials and job aids - <https://training.cqrs.nhs.uk/performance-support>
 - o Training Materials - <https://training.cqrs.nhs.uk/web/training/participant-guides>
- For more information on QMAS and QMAS shutdown - <http://systems.hscic.gov.uk/qmas>
- GPES Training – <http://www.hscic.gov.uk/gpestraining>
- For more information on GPES – <http://www.hscic.gov.uk/gpes>
- NHS Employers
 - o Vaccination and immunisation services: www.nhsemployers.org/PayAndContracts/GeneralMedicalServicesContract/vaccination_and_immunisation/Pages/VaccinationandImmunisation.aspx
 - o Enhanced services changes: <http://www.nhsemployers.org/PayAndContracts/GeneralMedicalServicesContract/DirectedEnhancedServices/Pages/EnhancedServices201314.aspx>
- QOF and DES Business Rules - <http://www.pcc-cic.org.uk/>
- To find out about service management alerts and known CQRS issues - <http://www.hscic.gov.uk/servicemanagement/status/subscribe>