

## CQRS FAQs for Section 7A Public Health Enhanced Services

### Why can't I see the services on CQRS?

Once services are available Nationally, we will offer them out to practices who have returned their sign-up form. Therefore, prior to contacting us with an issue, please check you have sent your sign up form to the Public Health enhanced services email address to

[England.phenhancedservices@nhs.net](mailto:England.phenhancedservices@nhs.net).

We normally send an email to practices at the end of February or beginning of March requesting the sign up form reaches us by a set date. We ensure these are processed in plenty of time to offer the services. However, there are practices that miss this deadline and therefore payments are delayed.

*Please ensure you return the sign up form in a timely manner*

### Can I claim for vaccinations cumulatively (i.e. quarterly)

**NO.** Public Health claims should be made as identified within the Service Specifications on a monthly basis via CQRS for all reporting and data collection achievements.

Any declarations which appear to be cumulative will be reverted back to the practice with a note attached asking for the figures to be reviewed and will only be approved once the practice can evidence the figures within the reporting month are accurate.

### Why is the payment for PCV Hib/Men C now made via CQRS

This was added as an alternative payment route for practices as it is considered an easier option to enter data on quarterly basis rather than various Regions having different payment mechanisms.

### Services which require a manual entry

From 1st April 16 it was not possible to manually enter data for a month until that month has ended. This is to prevent GP practices incorrectly submitting data against future dates. For example it is not possible to enter data for March until the 1st April.

For vaccinations & immunisation services, CQRS will generate a task/message notification where manual entry is required for each achievement date. The notification to manually enter data will appear in CQRS on the 1st day of the month, relating to the previous month's data. For example the notification to enter May data for the MMR vaccination programme, will appear on the 1st June.

If there is an error in the data entered, providing the achievement has not been declared, practices are able to amend the figures at this point.

### What should I do if there are no figures to declare within an achievement date?

Practices should declare all achievement dates, including a zero return for manual entries.

### Services which have an automated extraction

If an automated collection was not received for a GP practice where an automated collection should have been received, a notification to manually enter data will appear the day after the automated extract was scheduled to complete. (If CQRS receives all the required data from the automated collection, manual entry will not be required and a notification will not be sent).

**For example:** the childhood seasonal influenza collection for October completes on the 13th November and practices A, B and C received data whilst GP practices D and E did not receive data. CQRS will notify practices D and E on the 14th November that they need to manually enter data. GP practices A, B and C will not receive a notification to manually enter data.

### What do I do if an automated extraction has not run?

NHS Digital will notify NHS England of a failed extraction providing a date as to when and if a rerun will take place, we will then relay this message to practices. Practices are not expected to do anything at this stage unless notified by NHS England to do so.

***If practices have declared their figures for the achievement date in question, we will not approve until after the re run is complete for all clinical system providers.***

### What do I do if the extracted data is incorrect?

In the first instance, contact your Clinical System Administrator to ascertain the reason why your data was incorrectly extracted. 99% of incorrect achievements are due to the inaccurate read codes being entered into GP clinical systems for extracted services.

If the figures are incorrect, do not declare achievements on CQRS as this can lead to inaccurate payments being financial approved by NHS England. Once you have contacted your clinical system administrator and confirmed where the error occurred, the practice can then complete the manual amendment request form and send it to the email address shown at the top of the form for an amendment to be made.

***Please note: for auditing purposes, we are not able to enter missing or incorrect data on the form and these will be returned to the practice. Please ensure the form is correct and all highlighted columns are fully completed prior to sending. A guide on how to complete this can be found on a separate tab within this document.***

### Why is there a delay in approving my automated extraction declarations?

We work in line with the GP Collections Timetable and whilst an extraction can appear complete and therefore the practice declares the achievement. This is not necessarily the case.

**For example:** Pertussis for May achievement is showing as complete on CQRS by the 10<sup>th</sup> June, however This CARS GP collections timetable has a view by date of 12<sup>th</sup> June.

We will only approve declarations from 13<sup>th</sup> June as extractions are still taking place up to the 12<sup>th</sup> June and this can lead to time consuming issues for both practices and NHS England.

This also applies to any manual amendment forms we receive prior to the GP collections timetable has a view by date as these forms will be processed until after this date.

<p><b>What happens if previous achievements have incorrect data?</b></p> <p>If retrospective amendments are required, you will need to complete the manual amendment request form and send to the email address shown at the top of this form.</p> <p>If the declaration has not been financially approved by the Commissioning Team, the amendment will be made on CQRS and practices will receive a notification for checking and re declaring.</p> <p>If the declaration has been financially approved (Sent to SSD), a manual payment will be arranged outside of CQRS.</p>
<p><b>Why has my declaration been reverted back to the practice?</b></p> <p>CQRS have created a 'revert to previous action' facility. This means rather than sending an email, should we find an anomaly with a declaration; we are able to return it back to the practice with a notation advising of the action required.</p> <p>This is also helpful for when practices make a declaration adding their own note and do not advise what action will be taken. We can then send a message back to the practice with the request.</p> <p>For example: A practice declares an achievement which has an automated extraction and adds a note advising the figures are incorrect. Whilst we appreciate the note, we are not able to approve the declaration until we know which action the practice will be taking, such as submitting a manual amendment form.</p> <p>Therefore, If you find a declaration has been reverted back to the practice, please ensure you read the notes attached and action where relevant.</p> <p><b><i>There are quite a few practices that are not reading the notation on a reverted declaration and sending it back through again. Should this happen more than once on a single declaration, we will put it 'on hold' until the action has taken place and this will delay payment.</i></b></p>
<p><b>Why has my declaration been placed 'on hold' in CQRS?</b></p> <p>If you receive a task/notification regarding a declaration which has been moved to this status, it is because the practice has not responded to our notes or emails and to avoid accidental approval for payment we change the status for monitoring.</p> <p>Once the declaration with the query has been resolved, we can easily re instate it.</p> <p><b><i>Again this will delay payment</i></b></p>
<p><b>How can I find out which services have outstanding claims?</b></p> <p>Practices can run an Annual Activity Report by financial year on CQRS, for all services they are signed up to provide. This will show a colour coding status for each achievement period for these services.</p>
<p><b>What Read Codes does a practice need to enter, in order for this data to be collected by GPES and calculate correct achievements?</b></p> <p>The Read Codes for Public Health ES are detailed in the 2017-18 Technical requirements for GMS contract changes, which is available to view on NHS Employers (see links below). Practices must code the activity in line with the technical requirements or payment will be delayed. Further details are also in the Business Rules which can be found on the NHS Digital website.</p>

**Where a practice has been using Read codes not included in the guidance and audit requirements, Business Rules or technical requirements document, are practices expected to re-code patients?**

Yes, all services being supported by CQRS require that practices who intend to participate in these services record their achievement in the clinical systems before automatic extracts are scheduled to take place. This should be recorded using the relevant Read Codes in the guidance and audit requirements, technical requirements document or Business Rules from the date those services commence. As such, practices would need to re-code using the relevant codes.

**Who do I contact regarding unpaid declarations?**

If the status of your declaration is showing as 'Sent to SSD' on the CQRS System, you will need to contact the payment agency directly as once we have financially approved the declarations we are unable to access further details. The contact details are:

Email: [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net)

Telephone: 0333 014 2884

Website: [www.pcse.england.nhs.uk](http://www.pcse.england.nhs.uk)

**What happens if I give a vaccination outside of the Service Specification time scales, (e.g. Rotavirus – 2nd jab**

Currently National Guidance has advised payment cannot be made if a vaccination has been given outside of the timescales. However, dependant on the time scale the Regional Team will make a decision as to whether a practice will receive payment.

**Can we give a vaccination to a patient outside of a cohort as stated in the Service Specification?**

Payment will not be made for a patient outside of a cohort. Clinical advice is the responsibility of the named Clinical Lead within your practice.

**How do I receive up to date bulletins?**

Practices should sign up to receive up to date information via the NHS Digital website.

**Subscribe on the NHS Digital website:** <http://systems.hscic.gov.uk/gpcollections/bulletins/form>

Other information can also be accessed via the NHS England and NHS Employers websites, where Service Specifications and Technical guidance(s) can be found.

<https://www.england.nhs.uk/commissioning/pub-hlth-res/>

<http://www.nhsemployers.org/your-workforce/primary-care-contacts/general-medical-services/vaccination-and-immunisation/2017-18-vaccinations-and-immunisations>

**How do I find out about GPES extraction and manual entry dates?**

The GP Collections Timetable is available on CQRS. It is a working document which shows all the dates for GPES extractions and manual submissions via CQRS. Practice should view this regularly as the dates can sometimes change.

### **Why is there a delay in receiving a response to my email?**

- Emails being sent to the incorrect address:  
Public Health – [England.phenhancedservices@nhs.net](mailto:England.phenhancedservices@nhs.net)  
Primary Care – [enhancedservices@nhs.net](mailto:enhancedservices@nhs.net)
- Practice code not being included in the subject bar of the email
- Email signature not complete – no contact number or role
- Emails are not prioritised if a practice is asking for information which is readily available on NHS websites, NHS Digital, CQRS or has already been sent to practices by the Public Health Enhanced Services Team. Therefore, it is important to save all information sent to you.
- We receive a high volume of emails and these are prioritised by date of receipt.

### **Why can I not be added to the GP Practice distribution list?**

The GP distribution list is a document used by several NHS England Teams. Therefore when information comes to your practice you will need to disseminate to the relevant colleague within your practice.

However we do send all Public Health CQRS communications to the named practice manager and an alternative CQRS contact, as requested via the 2017/18 Public Health Enhanced Service sign-up form.

### **Why am I not receiving up to date emails from Public Health Enhanced Services, NHS England?**

It is the responsibility of the practice to advise NHS England of any change of contact details. The NHS England GP distribution (practice manager) list will then be updated to include these changes.

It is the responsibility of practice managers to ensure an alternative email address is given on their 'out of office' message. Without this we will be unable to forward the any information while you are 'out of the office'.

We do not have the capacity to call practices requesting alternative email addresses.

### **Is there training available for the CQRS system?**

Yes. You can access the CQRS Learning Centre on the system where online courses are available.

We do not provide practice training on CQRS.

### **How do I contact CQRS for technical support?**

For any technical queries about the CQRS system please contact:

CQRS technical support - [support@cqrs.co.uk](mailto:support@cqrs.co.uk), phone 0800 440 2777 (Mon-Fri 8am to 6pm)

User Guides - <http://systems.hscic.gov.uk/gpcollections/usersupport/userguides>

Training Information - <http://systems.hscic.gov.uk/gpcollections/usersupport>

GPES technical support - contact your clinical system supplier to escalate if it's not an issue with their system - <http://systems.hscic.gov.uk/gpcollections/howwecollect/suppliers>