**CQRS Process:**

Provider accepts the DES offers when they are released annually. If a practice does not wish to accept an offer they should notify the commissioner of the arrangements they have made for their patients to receive that service.

At the beginning of the month GPES collects achievement data for the previous month and uploads this to CQRS. If the service provider manually enters the data this can be entered after the extraction has completed.

The practice will be notified when each task is ready to be declared. The data is usually ready to be declared from around 9th of the month onwards. The deadline for declaring items is 24th of the month.

The practice need to check the data to make sure that it is correct and if it is, it can be declared. Do not declare if the data is incorrect. After the 24th of the month the Commissioning Organisation approves the items. Once fully approved the items transfer electronically to Capita who are responsible for processing the payment. The payment will be made the following month, 2 months in arrears.

Items claimed after the 24th are a late claim and may not be processed within that month.

If an item is found to be incorrect when the extraction has completed, the practice will need to request an amendment. As long as the item has not been approved for payment the immunisation payments team will be able to amend CQRS. The practice needs to send a claim form and a screen shot from the clinical system which shows the correct number of vaccinations. Any queries or questions should be directed to the immunisation generic e-mail and the team will be happy to explain processes and assist with enquiries. E-mail address: [england.londonimms@nhs.net](mailto:england.londonimms@nhs.net)

If items have already been declared and approved for payment, the team will carry out a manual reconciliation of the claim. We are able to reconcile older claims going back to 15/16 only. We have reconciled claims prior to this previously but the ledgers have now closed.

**Child Imms 0-5 Open Exeter claims**

After the end of quarter practices have the following month to submit their child imms claims via Open Exeter. The final deadline is 1st of the following month. This gives practices four weeks to submit this data and there should be no excuses for missed submissions. Practices should establish robust SOPs to ensure that this important area of work is covered and also that there is a failsafe in place to enable the practice to submit the data in the event of a member of staff not being able to do so. Ensure that data is “saved” and “submitted”. A common reason for failed submissions is items only being saved and not submitted.

E-mails are sent from Open Exeter to remind the user that the deadline is approaching if a submission has not been made. Check with Open Exeter to ensure that the correct person is listed to receive these e-mails.

Capita will no longer unlock the screens in the event of a submission deadline being missed. The immunisation payment team have established a reconciliation process so that late claims can be processed but this is at the discretion of the team and we will not carry out this process for practices who continually fail to meet their deadline.

In line with the Statement of Financial Entitlements a reconciliation will only be carried out for the previous closed quarter and the current quarter. This is currently Q2 Jul-Sep 17 and Q3 Oct-Dec 17 (currently open for submission until 1st Feb 18).

In the event of a claim, practices will need to e-mail the immunisations generic e-mail address to ask for a claim form. Along with the claim form practices will need to submit an anonymised copy of the child imms lists which can be printed from Open Exeter.

The team will also reconcile claims in the event that the practice queries the payment that they have received. In this event the team will need a claim form to be completed, a copy of the anonymised child imms lists that were submitted and a copy of the relevant GP statement showing the payment that was received.

Please be aware that the team do not have access to Open Exeter or the payment system used by Capita. If payments have not been received at all following a successful submission the practices should contact Capita in the first instance.