

The Calculating Quality Reporting Service **(CQRS)** is an approval, reporting and payment calculation system for GP practices. It supports practices to track, monitor and declare achievement for the Quality and Outcomes Framework **(QOF),** Directed Enhanced Services **(DES)** and Vaccination and Immunisation **(V&I)** programmes.

As per the terms of the General Medical Services Statement of Financial Entitlements Directions **(SFE’s),** practices are required to submit claims for Item of Services fees for vaccines and immunisations by no later than a period of **6 months** after a vaccine/immunisation is administered. Please be mindful that the rules are different for Seasonal Influenza. **Section 9** of the *2023/24 Enhanced Service Specification* ‘**Payment and Validation’** states:

Practices will only be eligible for payment in accordance with the Seasonal Flu ES’s where all the following requirements have been met and payment is conditional on:

* Use of the correct vaccine
* The patient was in an authorised cohort
* The practice has not received payment from any other source
* The claim was submitted to the commissioner for payment **within 3 months of the date of the administration of the completing dose.**

*NB. NHSE are not obliged to authorise payment for claims made after these periods*.

**General Practice Extraction Service (GPES)**

The General Practice Extraction Service (GPES) collects information and data for a wide range of purposes including providing GP payments. It works in conjunction with the Calculating Quality Reporting System (CQRS) and GP clinical systems as part of the NHS Digital’s GP collections service.

Data is extracted from practices clinical systems **once a month** This normally takes place between 9-15th. During this period, practices may find the functionality of CQRS a bit slower owing to the considerable number of files being transferred.

[GPES Collections Timetable](https://digital.nhs.uk/services/general-practice-gp-collections/gp-collections-schedule)

**Action required after extraction**

Practices will receive notification that a service/s needs approving after the extraction has completed. It is the responsibility of the practice to check their clinical system against CQRS and declare it as soon as possible. If a practice thinks any data is incorrect, they should submit an adjustment request/s as soon as possible.

Requests should be submitted on the approved amendment request form for the practices ICB area**.** An explanation concerning why the data was missed from the extraction must be provided.

The most common reasons include.

* The event was coded incorrectly when entered on to the clinical system
* The vaccination was delivered elsewhere i.e., in a PCN setting, by the School Aged Immunisation team
* The patient was vaccinated outside of the scope for the programme/was not eligible
* The patient is registered as a ‘Temporary Resident’
* The patient’s registration is in ‘Applied status’
* The patient was deceased prior to the extraction
* The patient left the practice prior to the extraction

**Please note, this list is not exhaustive**

Where the request is for additional activity, the request must be supported with evidence in the form of a screenshot from the practices clinical system. The evidence should provide confirmation of the month of delivery, the vaccine indicator, validation it was delivered at the practice (not by any another provider) and the number of vaccines administered for each indicator. Please see the example screenshot below.



Please note, evidence must **not** contain any patient identifiable data **(PID**)

Requests for amendments should be submitted to the South West Vaccination and Screening (VasT) CQRS team mailbox england.swcqrs@nhs.net

**Payment**

Commissioner approvals are completed mid-month for BNSSG, Devon, Cornwall & Isles of Scilly, and Somerset ICB areas and at the end of the month for BSW, Dorset and Gloucestershire ICB areas with payment being reflected on the practices statement 4-6 weeks thereafter.

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**Tips for getting it right**

* Practices should always check and declare activity monthly
* Practices should ensure that there is a robust oversight process in place when submitting and declaring activity on CQRS. This should include that sole responsibility for entering and declaring data should not sit with one person in the practice and that adequate training is provided for all colleagues identified to enter data and oversee the process. This will ensure that any anomalies can be identified at practice level prior to being sent for Commissioner Approval and practices receive prompt payment.
* Practices can request to receive daily reports via email directly from CQRS that notify them of outstanding tasks. This can be set up by **selecting ‘Update Notifications’** in the **My Tasks & Messages** area of the CQRS Message Centre. (See below)



* Practices should ensure that vaccination events are coded correctly i.e., Pertussis for pregnant women.
* Where services are provided by services such as the school Immunisations Teams, practice should ensure that this activity is coded as ‘done elsewhere’ This will ensure that the data is not extracted and avoid practices being subject to pre and post verification checks.
* Practices should ensure that the patient is receiving the vaccination in line with the vaccination schedule and CQRS indicators, if a patient is not vaccinated within the stated range for the CQRS indicator they will not be included in the monthly extraction.
* Practices should ensure that patients are registered with the correct status as this has an impact, i.e., patients in ‘Applied Status’ will not be included in the monthly extraction
* If a patient is vaccinated at a surgery and subsequently registers with a new practice prior to the monthly extraction, the event/s will be included in the extraction for the new practice, and they will receive payment. NHSE are not permitted to authorise claims of this nature as it would result in a duplicate payment.

**Need more support?**

**CQRS National training** is available as an [online training course](https://academy.midlandsandlancashirecsu.nhs.uk/cqrs-national-training/e-learning/) which includes job aids, tutorials and additional resources. Login details are not required for this system. [CQRS National user guides](https://academy.midlandsandlancashirecsu.nhs.uk/cqrs-national-training/training-materials/)provide written detail on how to perform key processes in CQRS.

The below are guides to the most frequent tasks that may be required to be undertaken by practices.

[Viewing, Accepting and Rejecting Quality Services Offered](https://saprdnemlcsutraining1.blob.core.windows.net/cqrs-training/cqrs-job-aids/M5_JA_Viewing_Accepting_Rejecting_Services_Offered_v2.0.pdf)

[Viewing the Status of a Quality Service](https://saprdnemlcsutraining1.blob.core.windows.net/cqrs-training/cqrs-job-aids/M5_JA_Viewing_Services_By_Status_v2.0.pdf)

[Manually Inputting Achievement Data](https://saprdnemlcsutraining1.blob.core.windows.net/cqrs-training/cqrs-job-aids/M6_JA_Inputting_Achievement_Data_v3.0.pdf)

[Declaring an Achievement for Payment](https://saprdnemlcsutraining1.blob.core.windows.net/cqrs-training/cqrs-job-aids/M7_JA_Declaring_a_Quality_Service_Achievement_for_Payment_v2.0.pdf)

[What reports are available in CQRS?](https://academy.midlandsandlancashirecsu.nhs.uk/media/1216/m9_ja_cqrs_available_reports_v30.pdf)

[How do I run reports on CQRS?](https://saprdnemlcsutraining1.blob.core.windows.net/cqrs-training/cqrs-job-aids/M9_JA_Pre-defined_reports_v3.0.pdf)