

Commissioning for Quality and Innovation (CQUIN) Schemes for 2013/14

Frequently Asked Questions Update 30 July 2013

Publications Gateway Reference 00292

This Frequently Asked Questions Update provides further guidance for commissioners and providers on the interpretation of the original CQUIN guidance for 2013/14, published in February 2013, in respect specifically of the national CQUIN indicator on the Friends and Family Test (FFT).

This indicator is broken down into three parts. The second part, which attracts 40 per cent of the funding associated with the overall FFT indicator, relates to the response rate achieved where the FFT approach is implemented in acute inpatient and A&E areas. (For clarity, this part of the indicator does not cover maternity services, to which FFT will roll out later in the year.) The original guidance states that:

“Providers will need to achieve a baseline response rate of at least 15% and by Q4 a response rate that is both (a) higher than the response rate for Q1 and (b) 20% or over. A single response rate for each provider will be calculated by combining the response rates from the A&E and acute inpatient areas.”

There is a risk that this guidance may have been interpreted locally in such a way that providers which are unable to achieve the 15 per cent baseline response rate for Quarter 1 will automatically be ineligible to achieve any payment under this indicator, however well they perform in Quarter 4.

We recognise in retrospect that the wording of this element of the original CQUIN guidance is not absolutely clear. It is important that the “response rate” element of the CQUIN indicator provides both an initial incentive to achieve a good response rate in Quarter 1 and an ongoing incentive to improve response rates by Quarter 4.

We have therefore decided to clarify the intended operation of the original guidance, as set out below.

- Part 2 (the “response rate” element) of the FFT CQUIN indicator should continue to attract 40 per cent of the potential payment for the FFT indicator as a whole.
 - This 40 per cent value should be split into two parts, each worth 20 per cent, the first determined on the basis of the Quarter 1 response rate, the second on the basis of the Quarter 4 response rate.
 - The first part will be payable in full where the provider achieves a response
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rate of at least 15 per cent for Quarter 1. Failure to achieve this will mean that the 20 per cent value (for the first part of this sub-indicator) is not payable to the provider.

- The second part will be payable in full where
 - the provider achieves a response rate of at least 20 per cent for Quarter 4; and
 - the provider's response rate for Quarter 4 is higher than its baseline response rate for Quarter 1.
- Where either of these conditions is not met, this will mean that the 20 per cent value (for the second part of this sub-indicator) is not payable to the provider.

This approach will ensure that, through this element of the national FFT CQUIN indicator, there is a continuing incentive for providers to improve their FFT response rate by Quarter 4 of 2013/14.

Commissioners should ensure that they apply the approach set out above in interpreting FFT CQUIN results for Quarters 1 and 4 of 2013/14 and in determining levels of CQUIN payment due to affected providers.