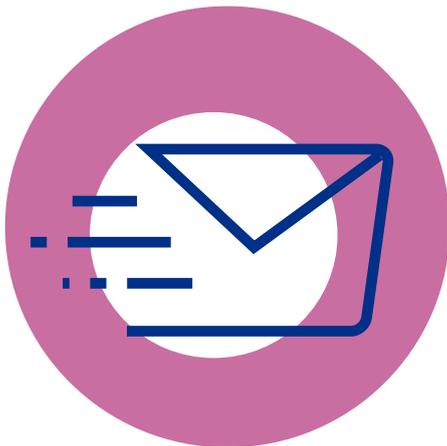


Calculating Quality Reporting Service (CQRS) Local:

2023 programme highlights



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Directors' overview

We are delighted to introduce our 2023 Annual Report which highlights the performance and activities of the CQRS Local programme. As part of the senior leadership team responsible for the CSU Collaborative for GP Payments, we take immense pride in reflecting on the achievements and advancements made during the past year; in our ongoing commitment to streamline the claims management process of Local Incentive Schemes which reflect local healthcare priorities.

The CQRS Local programme has proven to be a cornerstone in our efforts to transform claims management across England. CQRS Local not only streamlines the reporting process but also saves time, improves governance, reduces paperwork, and enhances communications for everyone involved. It has contributed to the overarching goal of improving patient outcomes and healthcare delivery within local communities.

Throughout the year, CQRS Local has demonstrated its value in facilitating accurate and timely reporting, empowering business managers, finance managers and practice/PCN managers, alongside digital leads, finance directors and primary care commissioners within ICBs. The CQRS Local programme has had a positive impact on data quality, decision making and, ultimately, patient care.

In our Annual Report we delve into some of our accomplishments which include enhancements to the claims management tool, through to successful collaborations with healthcare providers and commissioners. Our report provides insights into the strides being taken to make CQRS Local a benchmark for data-driven claims management.

On behalf of the senior management team, we extend our gratitude to our partners, stakeholders, and the healthcare community for their support; and to the CQRS Local team for their continued efforts to on-board and support more users.

As we look to the year ahead, we will build on our successes, continuing to implement, train and deliver the benefits of CQRS Local to providers and commissioners.

We hope you enjoy reading about some of our achievements.



Michael Knight

Chief Technology Officer I
Digital, Data & Technology
NHS South, Central and
West CSU



Richard McLeod

Chief Technology Officer I
Digital, Data, Technology
Services
NHS North of England CSU

Meet the CQRS Local team



Deborah Matson-Beale

Deborah joined the CQRS team in December 2021 and is our Head of GP Payments.

Deborah is responsible for the operational delivery of GP Payment Services, and supports the development and delivery of the future vision for GP Payment Calculation Services.

Deborah started her career in finance and moved into healthcare during her time in America. She has led national redesign programmes in both the US and UK and more recently was the managing partner in a Primary Care Network (PCN) with 30,000 patients.

Email: deborah.matson-beale1@nhs.net



Steve Lucas

Steve is a Senior Delivery Manager from the Data and Digital Applications Team for the North of England Commissioning Support Unit (NECS).

Steve has worked for NECS for 12 months having a portfolio of delivery across Data and Digital Systems. Prior to this Steve was employed for five years as a Practice Manager at a medium sized GP surgery in County Durham.

Steve works very closely with customers and key stakeholders to ensure projects are delivered on time with an iterative and user base focus. Using an agile delivery method, Steve supports the Development and Technical Team at NECS to meet the end users' needs for the CQRS Local system.

Steve is available to discuss any ideas you may have for further developing the CQRS Local product, to better align with the needs of its users.

Email: steve.lucas@nhs.net





Mark Bentley

Mark Bentley is Service Delivery Manager for North of England CSU which is part of the CSU Collaborative providing the CQRS service.

Mark has been working in IT for over 30 years, and has a background in technical support, service transition and service delivery across many diverse sectors. He joined the CQRS delivery team in 2016.

At the end of 2020, the support team moved into the NHS, which has brought them much closer to the end users and the teams designing the services CQRS supports.

Mark manages the CQRS service desk team and is responsible for implementing and maintaining all the supporting service management processes to ensure the delivery of a high-quality service to end users.

Email: mark.bentley2@nhs.net



David O'Brien

David works as IT Systems Trainer and CQRS Local System Implementation and Training Lead for Midlands and Lancashire CSU, as part of the CSU Collaborative for the programme.

Training and support has been a big part of his career. For over 15 years, David has delivered an array of successful training within both primary and secondary care. Within primary care, he has been responsible for training delivery across Childhood Vaccinations & Immunisations, Risk Stratification, Cardiovascular Disease (CVD) Prevention dashboard reporting and the NHS Health Check programme.

Within secondary care, he successfully led the training delivery for the roll-out of the Paper Free Health Records (PFHR) project across all departments at the Royal Liverpool and Broadgreen University Hospitals NHS Trust. In addition, David delivered training on GP practice clinical systems, including TPP SystemOne and EMIS Web across a number of areas. He also provided training and support on Cyber Security Essentials and the Office365 platform to both GP practices and commissioning organisations.

Email: david.obrien4@nhs.net





Joshua Slater

Josh is a Communications & Engagement Manager at Midlands and Lancashire Commissioning Support Unit (MLCSU) and is responsible for coordinating and delivering the communications activities for the CQRS Local programme.

Since joining the NHS in 2019, Josh has been embedded in the communications team at Staffordshire and Stoke-on-Trent Integrated Care Board (ICB), delivering localised projects such as NHS 111 First, COVID-19 vaccinations, Flu and the system transformation from CCGs to ICBs.

Since 2023, Josh has been based in MLCSU's Campaigns, Creative & Digital team. Josh leads communications and engagement activities on a number of national programmes, including CQRS Local. He manages the NHSFutures workspace, social media channels, website and ongoing promotion and engagement for the project across the country.

Josh can create case studies, quote cards and even videos to promote the programme. If you would like to share your experiences with CQRS Local, then please get in touch.

Email: joshua.slater@nhs.net



Sathpal Panesar

Since joining the NHS South, Central and West CSU in May 2021, Sathpal has been involved in the project management of the CQRS Local system to assist in bringing the system to go live and implementation through the early adopter phase.

Liaising with early adopters, Sathpal organised End User Working Groups during the initial development phase to verify the system was fit for purpose and facilitated feedback from end-users to the development team.

Sathpal currently manages the Project Management Office (PMO) functions within the CQRS Local system, ensuring the seamless operation of all workstreams to deliver an exceptional system.

Email: sathpal.panesar@nhs.net



2023 - Our year in numbers



Claims



Over **£16.2m** worth of claims were made in **2022** through CQRS Local

↑ In **2023**, the total monetary value of claims made by users was **£38.1m**



10,895 approved claims were processed through the system in **2022**

↑ **24,569 approved claims** were made by users in **2023**



October 2023 was the highest performing month of the year with **£9.4m** worth of claims processed

Users

5 new ICB and sub ICB clients* were onboarded in 2023

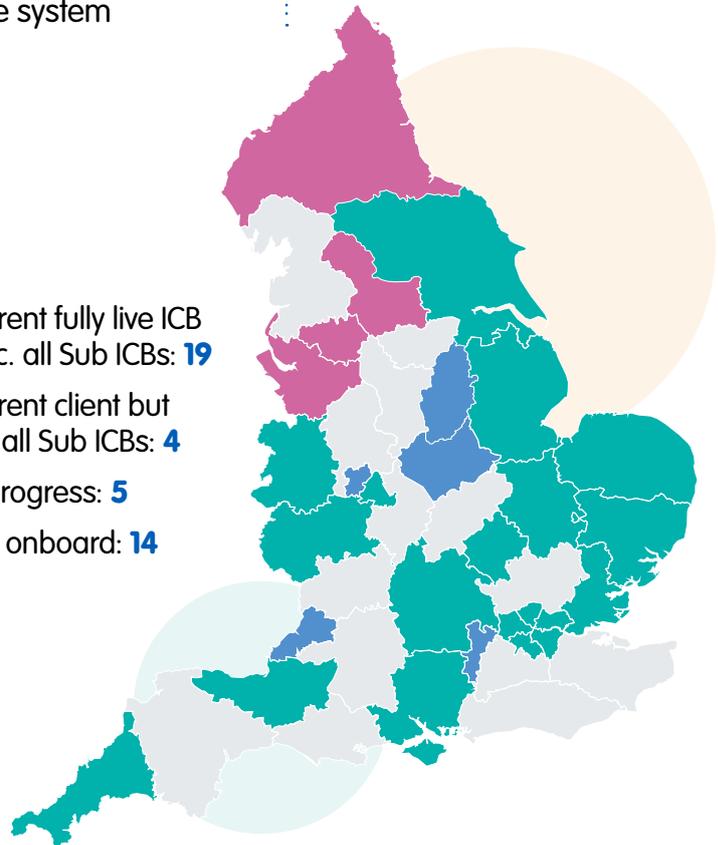
At the end of 2023 **19 ICBs** were using CQRS Local, including 40 sub locations

In 2023, service availability for CQRS Local system users was **99.7%**

80% of approved user requests were successfully deployed into the Live system

By the end of 2023, CQRS Local had **2,879 active users**

- Current fully live ICB - inc. all Sub ICBs: **19**
- Current client but not all Sub ICBs: **4**
- In progress: **5**
- Not onboard: **14**



*In 2022, Integrated Care Boards (ICBs) replaced Strategic Information Partnerships (STPs) and sub ICBs were previously known as Clinical Commissioning Groups (CCGs).

Celebrating success with our clients



Suffolk and North East Essex Integrated Care Board (ICB) share their experience of using CQRS Local

Sally Harrington, Transformation Lead in the North East Essex (NEE) Primary Care Team at Suffolk and North East Essex ICB, shared her experience of using Calculating Quality Reporting Service (CQRS) Local to manage GP practice claims.

The NEE Team in the ICB has been using CQRS Local for the past twelve months. Sally manages how the NEE team strategically use CQRS Local and administer its contracts to providers. However, during a period of recruitment earlier in the year Sally has been supporting with Tier 1 approvals and managing claims submitted from their 32 GP practices in the North East Essex region.

Sally has found her experience of the CQRS Local system to be very user-friendly, intuitive, and easy to navigate around. "This is really useful if a member of the team is on leave, off sick or leaves the organisation as anyone can step-in and use the system. The user guidance is very clear and if any technical help is required, the CQRS Local team are always on hand." said Sally.

David O'Brien, CQRS Local Training and Implementation Lead, works for Midlands and Lancashire Commissioning Support Unit (MLCSU) and has been involved in the programme since the launch of CQRS Local in 2021. He works closely with commissioners to support their transition to the claims processing system and to set up their localised schemes. David not only supports the commissioner, but also provides training to GP practice team members on how to use CQRS Local to submit claims.

Sally added: "David really knows the subject matter inside out and despite running various training sessions for users, responds very quickly to any requests for support."

Key benefits of CQRS Local

Sally shared some of the key benefits her team have experienced from using CQRS Local:

"It's a robust online platform and is intuitive to use for both providers and commissioners. We no longer process thousands of emails or manage claims in a spreadsheet. You know exactly where claims are, as the system manages the process for you. It also reduces the risks of any user errors and claims aren't 'lost' or saved in the wrong folder because it's fully automated."

Built in reporting tools

CQRS Local has the functionality to allow commissioners to effectively manage their local commissioning schemes by creating defined parameters. For example, setting a claims window which reduces potential duplicate claims.

“If we want to know how much we spent on fitting ring pessaries in primary care last quarter for example, I can easily set the parameters for a report, and it processes the data for me in seconds. It’s fantastic!”, said Sally.

To explain how the reporting feature helps save significant administrative time, Sally told us about when the ICB needed to audit a defined category of minor surgery items that had been claimed for, by a single provider practice, over a specific period of time. By setting the parameters, the report was generated very quickly allowing for easier auditing by her team.

She added: “I feel like I have control of claims and it really helps us with our budget management.”

Safeguarding claims

Suffolk and North East Essex ICB now uses CQRS Local to reimburse GP practice providers for safeguarding work they undertake on behalf of the local authority, under a collaborative arrangement. These are quite complex claims as there are multiple components within one service including child reports, conference attendances and adult reports for specific aspects only.

CQRS Local functionality has supported the ICB to create a dedicated component and claims window to capture a particular set of approved retrospective claims to help keep these separate from the other claims and support accurate monitoring and reporting of spend to budget holders.

“This is where CQRS Local really comes into its own, when you have complicated criteria that providers need to work within. It would be very difficult to manage these claims without a system like this.” explained Sally.

Service specification governance/ compliance

CQRS Local can also help with governance, by supporting practices to comply with the inclusions and exclusions criteria within the service specifications. When submitting a claim, the NEE Team has set up the claims process to require a declaration from the provider. This confirms they have read the declaration guidance and are meeting the terms and conditions of the specification. This is particularly useful as it provides an audit trail should the ICB need to challenge a claim.

Claim management

The CQRS Local system also allows commissioners to add supporting documents. Making them readily available for quick reference in a central location helps GP practices when submitting their claims. This reduces administrative time responding to requests for documents and supports more accurate claims being submitted for processing.

If an inaccurate or incorrect claim is submitted, a decline button enables the commissioner to provide feedback on why the claim is being declined. This helps the provider submit more accurate claims in future and reduces admin management for the commissioner.

Humber and North Yorkshire Health and Care Partnership talk about their success with CQRS Local



In this video, Ross Hetherington, Primary Care Manager for Humber and North Yorkshire Health and Care Partnership, talks about his experience with the CQRS Local system and the team behind the scenes.

Watch more videos like this on the dedicated [CQRS Local YouTube channel](#).

Stay up to date



Connect with us on [LinkedIn](#)



Keep up to date with our latest videos on [YouTube](#)



Visit our website: welcome.cqrs.nhs.uk



Engage with other users on our FutureNHS workspace: future.nhs.uk/CQRSLocal



Request a system demonstration: david.obrien4@nhs.net



If you would like to get involved or have any questions about CQRS Local, please email: support@cqrs.co.uk

