



Withdraw a Quality Service Job Aid

As a Commissioning Organisation, you have the ability to withdraw Quality Services that have been offered to Service Providers. This job aid outlines the basic steps required to perform this task.

This job aid is aimed at Commissioning Organisations with the role of 'Commissioning Management'.

Note: The data that appears in this job aid is for training purposes only and does not represent actual data.

1. From the CQRS Home screen, select the **Participation Management** tab and then select the **Offered Services** sub-tab.

The screenshot shows the CQRS interface with the 'Participation Management' tab selected. Underneath, the 'Offered Services' sub-tab is active. A dropdown menu for 'Financial Year' is set to '2016/2017'. Below this, a table displays the following data:

Services	Date Offered
Alcohol Risk Reduction 2016/17	20/03/2017
Dementia Data Extract 2016/17	20/03/2017
Friends and Family Test 201516	17/03/2017
HPV Booster vaccination	20/03/2017
Pertussis in pregnant women 2016/17	20/03/2017
Quality and Outcomes Framework 2016/17	20/03/2017

NOTE: Offered Quality Services can be filtered by financial year. All Quality Services that have been offered in the current financial year display by default.



2. From the **Offered Services** list, select the link of the Quality Service you wish to withdraw.

The screenshot shows a navigation menu with 'Participation Management' selected. Below it, 'Manage Services' and 'Create Offers' are visible. The 'Offered Services' tab is active, showing a dropdown for 'Financial Year' set to '2016/2017'. A table lists services with their 'Date Offered'.

Services	Date Offered
Alcohol Risk Reduction 2016/17	20/03/2017
Dementia Data Extract 2016/17	20/03/2017
Friends and Family Test 201516	17/03/2017
HPV Booster vaccination	20/03/2017
Pertussis in pregnant women 2016/17	20/03/2017
Quality and Outcomes Framework 2016/17	20/03/2017

3. Select **Offered** from the **Status** drop down menu to display the Service Providers who have the offered service.

The screenshot shows the 'Quality and Outcomes Framework 2016/17' page. A 'Status' dropdown menu is set to 'Offered'. Below it, a table lists 'Associated Service Providers' with columns for 'Select All', 'Org ID', 'Service Provider Name', 'Parent Organisation', 'Start Date', 'End Date', and 'Response Date'.

Select All	Org ID	Service Provider Name	Parent Organisation	Start Date	End Date	Response Date
<input type="checkbox"/>	AA01AA	SvcProvider04A	CommOrg04	01/04/2016	31/03/2017	01/05/2017
<input type="checkbox"/>	CC04CC	SvcProvider04C	CommOrg04	01/04/2016	31/03/2017	01/05/2017
<input type="checkbox"/>	EE04EE	SvcProvider04E	CommOrg04	01/04/2016	31/03/2017	01/05/2017
<input type="checkbox"/>	L04LLL	SvcProviderL04	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	M04MM M	SvcProviderM04	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	N04NNN	SvcProviderN04	CommOrg04	01/04/2016	31/03/2017	21/03/2017



4. Locate the Service Provider(s) for whom you wish to withdraw the Quality Service offer.
5. Select the checkbox adjacent to the Service Provider(s), and then select the **Withdraw Service** button.

<input checked="" type="checkbox"/>	L04LLL	SvcProviderL04	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	M04MM M	SvcProviderM04	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	N04NNN	SvcProviderN04	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	O04OOO	SvcProviderO04	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	P04PPP	SvcProviderP04	CommOrg04	01/04/2016	31/03/2017	21/03/2017

View: 50

6. The confirmation message displays to make sure you want to withdraw the Quality Service for the Service Provider(s). Select the **Yes** button.

Are you sure you want to Withdraw Quality and Outcomes Framework 2016/17 for the selected Service Provider(s)?

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An acceptance confirmation message displays, confirming that you have successfully withdrawn the Quality Service. Note that selecting the **Yes** button will trigger a message that tells the Service Provider(s) that the Quality Service has been withdrawn.

The selected service(s) have been successfully Withdrawn. [View Offered Services](#)

NOTE: Once the offer has been withdrawn, it will appear under the **Cancelled** status. Select **Cancelled** from the **Status** drop down menu to display service offers both cancelled and withdrawn.