

CQRS QOF Manual Indicators User Guide 23/24

Overview

This guide describes how to enter the six required manual indicators for QOF 2023/24. If these indicators are not completed, QOF achievement and aspiration will not calculate, and payment may be delayed. The indicators that need to be manually entered for QOF 2023/24 are:

| Indicator | Description |
|-----------|--|
| QI013 | The contractor can demonstrate continuous quality improvement activity focused upon workforce and wellbeing as specified in the QOF guidance |
| QI014 | The contractor has participated in network activity to regularly share and discuss learning from quality improvement activity focused on workforce and wellbeing as specified in current QOF guidance. This would entail attending two primary care network meetings, at the start and towards the end of QI activity. If a practice is not within a PCN, the expectation is that two meetings would be held locally with other practices |
| QI016 | The contractor can demonstrate that it has in place a recognised and validated approach to understanding demand/activity, capacity and appointment data and has made improvements to data quality to better reflect practice work. |
| QI017 | The contractor can demonstrate that it has utilised demand and capacity data to inform operational decisions and plan for demand and capacity matching |
| QI018 | The contractor has participated in network activity to review the smart cards of all staff employed under the Additional Roles Reimbursement Scheme (ARRS), to ensure that the staff role assigned on their smart card aligns with the role they are employed under within the ARRS. |
| QI019 | <p>The contractor can demonstrate improvement in reducing avoidable appointments by</p> <ol style="list-style-type: none"> 1. Using BI tools, if available and practice collected data where not, to understand the practice activity including variations over the days of the week, time of day and time of year. 2. Developing an understanding of the telephone queue either by extracting data from their cloud-based telephony system or asking staff to collect data over a period. 3. Using that data to understand their peaks of activity and better matching their capacity to their demand by, for instance, reviewing rotas. 4. Using improvement techniques described in the Primary Care Transformation Team’s webinar series on Demand and Capacity which provides practical advice and guidance. 5. Referencing the Royal College of General Practitioner’s 6 steps to start |

to improve delivering continuity of care from their Continuity Toolkit for those who need it and adapting to suit the needs of the practice.

Step by step guide

Once logged into CQRS, click on the 'Data Submission' tab

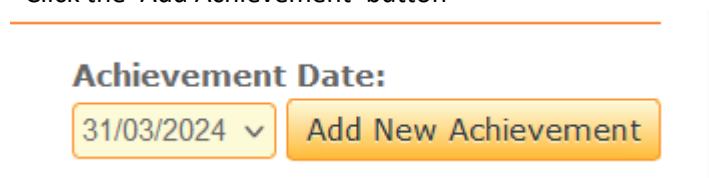
- Choose the relevant financial year – 23/24
- Select the quality service from the drop down box – Quality and Outcome Frameworks



Record Achievement ? - Financial Year ▼

Quality Service: ▼ **Achievement Date:** ▼

- Use the drop down menu to the right-hand side to select achievement – 31/03/2024
- Click the 'Add Achievement' button



Achievement Date:

▼

- Answer Yes or No to the 6 questions in the quality indicator domain.

| Quality Improvement domain | | |
|----------------------------|--------|--------|
| Quality Improvement | 0 of 6 | 0 of 6 |

Last Updated: 09/02/2024 Practice List Size: N/A
 Baseline Date: 01/04/2023

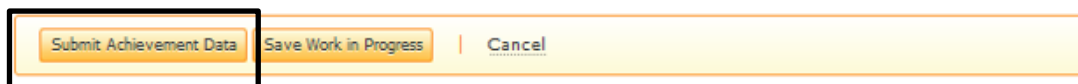
Indicators

| Indicator ID | Description | Date Submitted | Submitted Values | New Values |
|--------------|--|----------------|--------------------------------------|-------------|
| QI013 | The contractor can demonstrate continuous quality improvement activity focused upon workforce and wellbeing as specified in the QOF guidance | | Yes <input type="button" value="v"/> | Yes/No Flag |
| QI014 | The contractor has participated in network activity to regularly share and discuss learning from quality improvement activity focused on workforce and wellbeing as specified in current QOF guidance. This would entail attending two primary care network meetings, at the start and towards the end of QI activity. If a practice is not within a PCN, the expectation is that two meetings would be held locally with other practices | | <input type="button" value="v"/> | Yes/No Flag |
| QI016 | The contractor can demonstrate that it has in place a recognised and validated approach to understanding demand/activity, capacity and appointment data and has made improvements to data quality to better reflect practice work. | | <input type="button" value="v"/> | Yes/No Flag |
| QI017 | The contractor can demonstrate that it has utilised demand and capacity data to inform operational decisions and plan for demand and capacity matching | | <input type="button" value="v"/> | Yes/No Flag |
| QI018 | The contractor has participated in network activity to review the smart cards of all staff employed under the Additional Roles Reimbursement Scheme (ARRS), to ensure that the staff role assigned on their smart card aligns with the role they are employed under within the ARRS. | | <input type="button" value="v"/> | Yes/No Flag |
| QI019 | The contractor can demonstrate improvement in reducing avoidable appointments by 1. Using BI tools, if available and practice collected data where not, to understand the practice activity including variations over the days of the week, time of day and time of year. 2. Developing an understanding of the telephone queue either by extracting data from their cloud-based telephony system or asking staff to collect data over a period. 3. Using that data to understand their peaks of activity and better matching their capacity to their demand by, for instance, reviewing rotas. 4. Using improvement techniques described in the Primary Care Transformation Team's webinar series on Demand and Capacity which provides practical advice and guidance. 5. Referencing the Royal College of General Practitioner's 6 steps to start to improve delivering continuity of care from their Continuity Toolkit for those who need it and adapting to suit the needs of the practice. | | <input type="button" value="v"/> | Yes/No Flag |

Submission Notes: (1000 character limit)

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- Once you have answered each indicator you will need to click 'Submit Achievement Data'.



NB. A declaration will be generated once the manual indicators have been submitted and all extracted data has been received in April.