A Commissioner Guide

To

Resolving Achievements stuck in the 'Awaiting Network Achievement Status'

Version 1.0

Note

All names, images and any financial information are completely fictitious and have been created entirely for training purposes.

Please note that the below screenshots do not show all the GP practices in that particular PCN – this is just for illustration purposes.

What is this guide for?

Sometimes there are instances of a GP practices within a PCN who have an incorrect service offer set up for them on CQRS. This will inevitably prevent the rest of the PCN from moving through the relevant statuses before financial approval. This guide will aid Commissioners with how to correct this.

Below shows the CQRS statuses which are highlighted in bold showing all the stages from awaiting data through to aggregate complete.
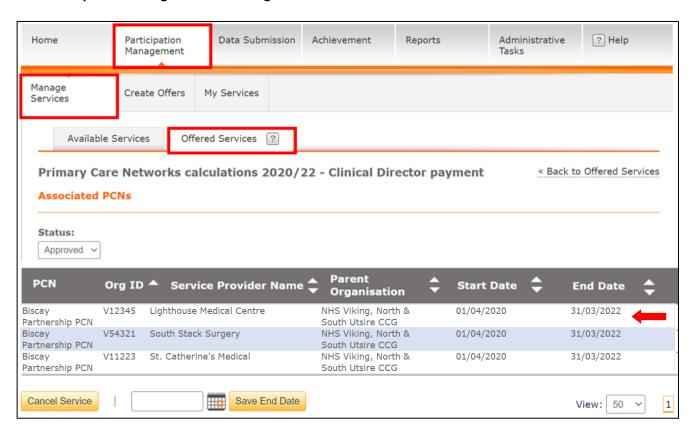
The statuses displayed in CQRS are in bold below.

1. *Awaiting Data* includes organisations that require further detail before a payment declaration can be generated. Note: it might take 24 hours for this to be reflected in the report.
2. *Awaiting Commissioning Organisation Approval* verifies that the payment has not yet been aggregated to the network level and that the commissioner needs to approve payments auto declared by practices.
3. *Awaiting Network Achievement* shows that for these payments, the Commissioning Organisation Approval is complete, but it is still waiting for 100% of payments for the PCN to be approved by the commissioner.
4. *Aggregated* represents that 100% of payments for the PCN have been approved by the commissioner and the individual payments have been aggregated to the network level, however they are still awaiting Financial Approval.
5. **Aggregated Complete**

Please follow the below instructions to correct this:

1. Ensure the service end date for the PCN DES service offers are all set to 31/03/2022 for all practices in the PCN. This is done via the participation management tab in CQRS.

Participation Management → Manage Services → Offered Services

2. The next step would be to then check the data submission dashboard to see if any achievements are awaiting data:

Data Submission → Network Achievement

Alternatively, you can check the achievements dashboard this way:

Achievement → Network Declaration Management

If the service end date is correct and there is nothing showing as 'Awaiting Data' in the data submission dashboard, it is recommended that the Commissioner runs the Organisation Relationship Report and filters down to the PCN to check any changes in the PCN:

Reports → Administrative → Network Organisation Relationship

Network Organisation Relationship ? - Select Parameters

* indicates required field(s)

« Back to Administrative Reports

Start Date: *

DD/MM/YYYY

End Date: *

DD/MM/YYYY

Run Report

Looking at the example PCN above, there have been no changes:
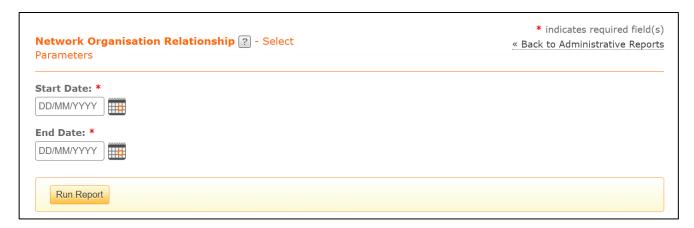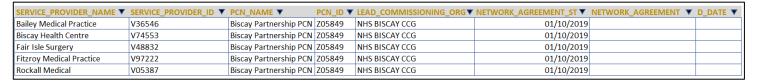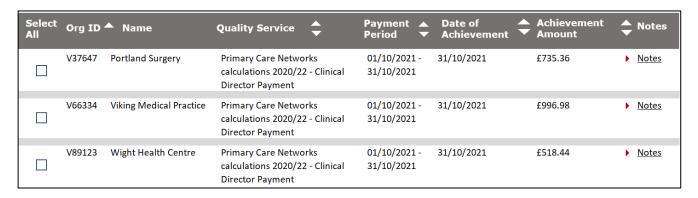
SERVICE_PROVIDER_NAME ▼	SERVICE_PROVIDER_ID ▼	PCN_NAME ▼	PCN_ID ▼	LEAD_COMMISSIONING_ORG ▼	NETWORK_AGREEMENT_ST ▼	NETWORK_AGREEMENT ▼	D_DATE ▼
Bailey Medical Practice	V36546	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	01/10/2019		
Biscay Health Centre	V74553	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	01/10/2019		
Fair Isle Surgery	V48832	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	01/10/2019		
Fitzroy Medical Practice	V97222	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	01/10/2019		
Rockall Medical	V05387	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	01/10/2019		

At this point as everything seems to be correct, the Commissioner would then need to escalate this to the Service Desk with all the screenshots of all their findings. The screenshots would need to be generated by following the above instructions so that the Team can investigate this further.

To contact the CQRS Help Desk by email: support@cqrs.co.uk

There may be instances where there is an issue within the PCN, however, the CCG will need to follow the above steps to find the issue. Biscay CCG has an achievement in the Awaiting Network Achievement status for the Clinical Director Payment service for the month of October 2021:

Select All	Org ID ▲	Name	Quality Service ▲▼	Payment Period ▲▼	Date of Achievement ▲▼	Achievement Amount ▲▼	Notes
☐	V37647	Portland Surgery	Primary Care Networks calculations 2020/22 - Clinical Director Payment	01/10/2021 - 31/10/2021	31/10/2021	£735.36	▶ Notes
☐	V66334	Viking Medical Practice	Primary Care Networks calculations 2020/22 - Clinical Director Payment	01/10/2021 - 31/10/2021	31/10/2021	£996.98	▶ Notes
☐	V89123	Wight Health Centre	Primary Care Networks calculations 2020/22 - Clinical Director Payment	01/10/2021 - 31/10/2021	31/10/2021	£518.44	▶ Notes

You would first need to check that the service offer is correct for the PCN:

In this case the service end date has been set to 31/10/2021 which means the PCN will have had no achievements for this service since this date. (Please note: If the practice should not be part of the PCN the process is to contact ODS with the PCN end date in order to remove them. Do not apply a service end date as this does not remove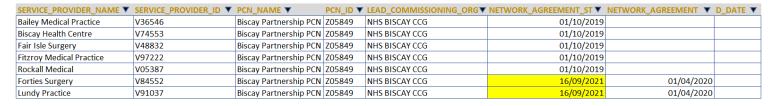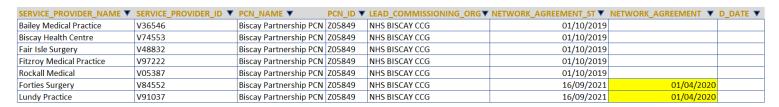 the practice from the PCN. This will only cause issues with the aggregation process). The CCG will then need to check the organisation relationship report:

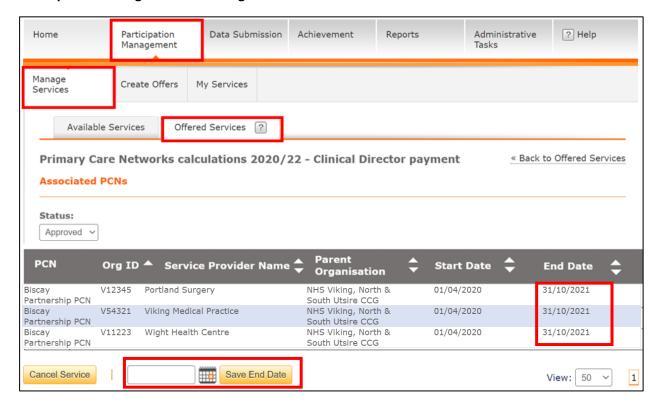| SERVICE_PROVIDER_NAME	SERVICE_PROVIDER_ID	PCN_NAME	PCN_ID	LEAD_COMMISSIONING_ORG	NETWORK_AGREEMENT_ST	NETWORK_AGREEMENT	D_DATE
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Forties Surgery	V84552	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	16/09/2021	01/04/2020	
Lundy Practice	V91037	Biscay Partnership PCN	Z05849	NHS BISCAY CCG	16/09/2021	01/04/2020	

The report shows that 2 practices joined the PCN before the service end date but were not included in the service. Now, as the 2 practices that joined the PCN were not previously part of a PCN (they left the same PCN on 01/04/2020):

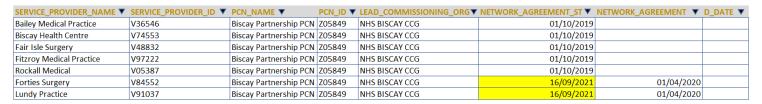| SERVICE_PROVIDER_NAME	SERVICE_PROVIDER_ID	PCN_NAME	PCN_ID	LEAD_COMMISSIONING_ORG	NETWORK_AGREEMENT_ST	NETWORK_AGREEMENT	D_DATE
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The CCG does not need to cancel the original service offer and re-offer them to the new PCN as the practices were not part of a PCN previously. The CCG will need to amend the current service end date of 31/10/2021 to reflect the actual service end date of 31/03/2022:
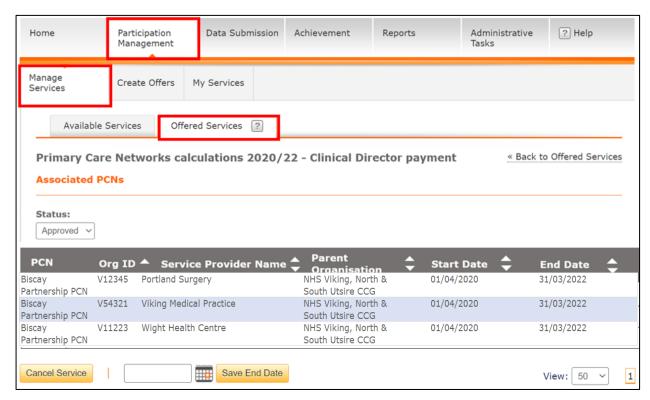
Participation Management → Manage Services → Offered Services

The CCG will now also need to create the service offer with the date the practices joined the PCN (16/09/2021):

SERVICE_PROVIDER_NAME ▼	SERVICE_PROVIDER_ID ▼	PCN_NAME ▼	PCN_ID ▼	LEAD_COMMISSIONING_ORG ▼	NETWORK_AGREEMENT_ST ▼	NETWORK_AGREEMENT ▼	D_DATE ▼
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This will then show all the correct practices in the PCN with the correct service end date:

All previous achievements showing awaiting network achievement will need to be paid manually off the system as CQRS will not re-calculate and aggregate the achievement. Moving forward, the calculation will process and aggregate in CQRS as normal.