

# NHS Scotland GMS Implementation

## QOF QUERIES GROUP

A note of the QOF Queries meeting on Tuesday 20 March 2007, 11am -1pm, PSD, Gyle Square.

**Present:** Jim Waldron (Chair), Dr David Alexander, Tony Callaghan, Steve Faulkner, Joan Forrest, Dr Nadine Harrison, Dr Andy Kilpatrick, Dr Karen Lefevre, Cath Stevenson, Louise McTaggart

**In attendance:** Lee Henderson (*notes*)

**Apologies:** Mary Gordon

### 1. Welcome/Introduction

Introductions were made and members were informed that there has been a management reorganisation within ISD resulting in part of JF's job remit moving to JW, who will now lead on QOF, and now chair the group. It was agreed that the group would be referred to as 'QOF Queries Group'.

CS will provide project management with an identified timescale for handing over to the National GMS/ Primary Care Programme Support Team.

### 2. Presentation 'Setting the Scene – the Current Situation'

Nadine Harrison provided a presentation (appendix 1) outlining the three main categories of QOF queries and the level of action needed for each, as set out in the previously circulated paper 'QOF Queries in Scotland'.

The query process was discussed and it was agreed that queries should pass through local QOF Facilitators / team and GMS Leads in the first instance, with any query that cannot be resolved at local level being submitted to the group. Ownership and date of query / answer must be explicit at each stage.

There may be a lack of consistency or differences in interpretation when dealing with queries across NHS Boards. Therefore, a flow diagram is required for Boards to sign up to, to ensure local approach is consistent across Boards.

It was suggested that local level resolution, if appropriate, should be shared with the national facilitator group. However it was noted that NHS Boards are not equally serviced by QOF Facilitators. It was agreed to raise the proposal at the facilitators lead meeting. **Action LT**

CS will look at how enquiry calls to facilitators are logged currently, to determine level of calls and different categories of queries. **Action CS**

It was agreed that Boards should be informed that advice on non-IT issues should not be sought from suppliers as this is not their remit. Any queries submitted to suppliers should be fed back to the group and will be redirected appropriately.

### 3. Web Site Development and Maintenance: Role of National GMS Programme Office

SF provided an overview of the GMS / Primary Care Programme Support Team and updated the group on the progress of the Pay Modernisation website which is currently out of date. Martin Krievis, Web Developer, is providing support to reconstruct the website although it will be 2-3 months before a substantive difference is seen.

The national IM&T facilitator group would decide whether a locally resolved query should be posted on the website, with approval from the QOF Queries group where appropriate. NHS Boards will have to be advised of this process. Answers entered onto the website must be quality assured as a Scottish answer. It was suggested that some of the backlog of FAQs be used to test the proposed QOF query process for quality assuring answers.

Historical queries /FAQ currently on the website must be reviewed and removed where appropriate. Future queries posted on the site should identify whether they have been resolved or are being considered, so Boards do not raise the same query again. **Action NH**

#### **4. Project Outline/Tasks**

The project outline for the group:

- Review historical queries/FAQ on website and withdraw where appropriate.
- Review existing questions and discard those out of date or irrelevant
- Establish a flow chart / process for dealing with queries and test on backlog queries
- Establish a feedback process (particularly from clinical systems to ensure correct advice is being given)

CS, JW to produce a list of tasks and devise a process within the next 7-10 days.  
Comments / agreement to be forwarded to CS, JW.

**Action CS JW**  
**Action ALL**

#### **5. National Reference Group – Remit and Future**

Future tasks of the QOF Queries Group:

- Draft a remit for the group
- To produce project plan with action points for specific members
- Communicate with facilitators and Boards regarding proposed process
- Ensure that the QOF queries section of the website development is undertaken in tandem with the project development

**6. AOB** – nothing further to discuss

#### **7. Date of Next Meeting**

Tuesday 15 May 10.30am - 13.00pm, Rm 10/11, PSD, Gyle Square

TC will introduce the new QMAS lead who will take over PSD representation on the group.