

NHS Scotland GMS Implementation

QOF QUERIES REFERENCE GROUP

A note of the meeting on Tuesday 22 May 2007, 1pm – 3.30pm, NSS, Gyle Square.

Present: Jim Waldron (Chair), Dr David Alexander, Steve Faulkner, Dr Nadine Harrison, Dr Andy Kilpatrick, Dr Karen Lefevre, Judith Milligan (*deputising for Louise McTaggart*), Cath Stevenson

In attendance: Lee Henderson (*notes*)

1. Welcome/Introduction

JW welcomed those present and introductions were made. It was agreed that the group would be referred to as 'QOF Queries Reference Group'.

Tracy Wilkinson, Practitioner Services Division will be invited to future meetings as PSD representative deputising for Tony Callaghan.

2. Apologies - Tony Callaghan, Mary Gordon, Louise McTaggart

3. Note of Meeting of 20 March 2007

The note of the meeting of 20 March was agreed as an accurate record.

4. Matters Arising

- A survey was distributed to members summarising how enquiry calls to facilitators are dealt with to determine level of calls and different categories of queries.
- Historical queries / FAQ have been reviewed by NH / KL
- List of tasks and a process for dealing with queries had been devised and circulated.
- CS had made contact with non-Gpass software suppliers who were keen to be in the communication loop. They confirmed willingness to refer their users to the revised site once operational. All had commented that the only difference between Scottish and English interpretation of rules related to the age range for Cervical Smears CS1.

5. Review Project Plan

Introduction

The introduction was agreed subject to minor changes.

Remit

The remit was agreed with no changes.

Outline tasks

The main task section will be updated to reflect decisions and action points from the meeting and the timescales for completion of the tasks will be reviewed with completion by mid/late September 2007. A revised project plan with a linear timeline and achievements so far will be issued.

Action JW / CS

Links will be made with Alison Strath, to discuss potential links with the new Community Pharmacy Contract.

Action NH / SF

6. Review Query Process

The QOF Queries Reference Group being involved in all level 2 queries might over complicate the current process. It was the intention that queries be taken forward by the appropriate member of the group, with the wider team there to offer support if needed, particularly if a query is referred back by the 4 countries for local resolution. It was agreed most queries would be directed to NH, DA and KL in the first instance.

The document 'Process for Handling QOF Queries in Scotland' will be simplified to ensure a degree of flexibility in the process.

Action JW

Given the detail in the flow chart it was agreed that this would only be made available to the group and to the person responsible for routing queries.

The nGMS/Primary Care Support Team may take responsibility for co-ordinating and tracking of queries and to devise an effective mechanism to do this. Contact will be made with Jackie Britton for information on how this was previously done. **Action SF**

Specification for information fields for logging / tracking queries will be forwarded to SF. **Action NH**
A template will be drawn up from the specifications to be used when forwarding queries onto the relevant person in the group for action. **Action CS / LH**
The relevant person must ensure that the administrator is informed of progress.

NH can offer training to the administrator on query types and the appropriate person to forward to for action.

It was agreed that queries must be submitted by email to ensure that there are no transcription errors.

A session will be arranged with GMS IT Facilitators, once the query process is agreed, to ensure queries are being handled and escalated appropriately. It was noted that facilitators cannot develop guidance as detailed in the process document. The group remit will be taken to the facilitators group for information at this stage. **Action KL / JM**

It was suggested that all Boards are informed of resolved FAQ to ensure consistency and equity across Boards.

It is essential that there is a robust process in each Board that exhausts local expertise before referring to the group. The group will only deal with queries from the 'end point' of the process. This proposal will be taken to the GMS Quality Improvement Group on 6 June. **Action NH**

7. Review Draft Template

It was agreed that the draft template for query submissions would not be used, as past experience showed a detrimental effect to the process. Once a query was finalised, the question would be structured from the tailored answer to cover associated queries.

8. Walk Through of Process Using 'Live' Queries

All queries are to be removed from the QOF Queries pages of the Pay Modernisation website and archived. **Action SF**

Relevant archived queries from the website will be reformulated and posted back on in due course. Martin Krievs will be asked to provide dates of when queries were posted on site. **Action NH**

A spreadsheet containing existing queries and proposed answers will be circulated to the group for review. **Action CS**

9. Presentation of Assyst IT System

Ruby Suggitt, Customer Service Desk manager, NSS, provided a presentation on the Assyst IT System 'The Shared Service Approach' used by NSS.

The system ensures a robust call handling / query tracking system where correspondence can be embedded into the entry to ensure a full audit trail. The system can also be supported in outreach desks.

The possibility of commissioning NSS to undertake the administration of queries was rejected as the nature of the process requires the administrator to develop expertise whereas NSS would need a protocol to work from.

10. AOCB

NH explained that in England indicators Records 15,18 and 20 are coded to allow QMAS searches. This is not routine practice in Scotland. The group supported NH and DA proposal to allow practices the choice of manual or QMAS submission for 2007/08 and beyond.

11. Date of Next Meeting

Dates for availability between 31 July and 3 August will be circulated. The focus of this meeting will be to discuss the communication strategy and the possibility of a newsletter.