

E: nationalgmsprog@nhslothian.scot.nhs.uk

20 May 2011

Dear Colleague

UPDATE RE QOF QUERIES PROCESS

As agreed in 2008 complex queries regarding QOF are dealt with at a Scottish level, and both the Scottish General Practitioners Committee of the BMA (SGPC) and the Scottish Government (SG) agree on the response. For simple queries which require familiarity with the guidance, or those which have already arisen and been dealt with, Boards will have their own process for responding.

The attached information sheet outlines the process which has been agreed by NHS Boards, SGPC and SG. We would be grateful if you could therefore continue to direct queries to your Board's lead contact (on the information sheet) who will initiate the process.

If you have any questions about the process, please also contact your Board's lead contact or Sheena MacDonald, Senior Medical Officer, Scottish Government on sheena.macdonald@scotland.gsi.gov.uk.

Yours sincerely



Dr Sheena MacDonald
On behalf of QOF Queries Reference group

PROCESS FOR HANDLING QOF QUERIES IN SCOTLAND

Aim

The aim of this process is to ensure that, as far as is possible, there is consistent advice given in response to any query about the Quality and Outcomes Framework (hereafter known as "QOF Queries"). It is also necessary to avoid a burdensome bureaucracy and infrastructure for data capture in order to monitor and check every bit of advice given at every level. Therefore, this process describes general rules and principles to be followed where advice is sought and/or given. Quality assurance processes are being developed to add to these rules and principles.

Summary

Level One (NHS Boards)

Practice sends query to Board Lead contact for resolution from agreed guidelines/ existing FAQs. Where there is uncertainty or this is not possible, query escalated to Scottish level.

Level Two (Scotland)

Board (or national body) escalates query to Scottish QOF queries portal at nationalgmsprog@nhslothian.scot.nhs.uk

Response agreed by Scottish Government (SG) and Scottish General Practitioners' Committee (SGPC) in consultation as needed with QOF Queries Reference Group. If UK implications, escalated to Level 3.

Level Three (UK)

SG, in agreement with SGPC, sends query to NHS Employers secretariat for UK QOF sub-plenary. Resolution is agreed by GPC and UK Governments.

Posting of responses

Responses to Level 2 and 3 queries will be posted on the Paymodernisation website as soon as possible after resolution, including interim responses if escalated.

Level 1 query responses will be posted as agreed by QOF Query Reference Group.

General Rules

Level 1 (NHS Boards)

1. Queries should, in the first instance, be directed to the most appropriate (usually most devolved) level. Typically this will be to a local NHS Board (**Level 1**).
2. **NHS Boards will nominate an individual who will act as Lead for this process.** Although this will be a named individual, the process may be facilitated by a Team with one contact email address, to ensure continuity in the event of absences. The critical pathway will be controlling the receiving/processing of queries and for feeding back responses timeously. An agreed protocol should be developed at Board level to suit local needs and/or circumstances. NHS Boards should aim to resolve local queries within 14 days. Each Board's contact details for QOF queries will be posted on the Paymodernisation web site for information.
3. Where possible, and appropriate (ie the query can be answered from agreed national QOF guidance and existing FAQ websites agreed by SG and SGPC), queries should be resolved at Board level. NHS Boards should, if necessary, use established networks, most notably the GMS IM&T Facilitators' Group and IM&T Clinical Leads, to discuss and agree which guidance/ previous FAQ is most appropriate to the query and/or if this query needs to be escalated.

Authors:	Scottish QOF Queries Reference Group	Distribution	Scottish NHS Boards
Commissioned by:	Scottish Government Health Primary Care Division, Scottish General Practitioners' Committee	Version 10	6 th May 2011

NHS Boards are expected to use the Lead contact as a single route by which queries are escalated to Level 2. A template has been designed for this purpose and this will be made available to Board lead contacts.

4. NHS Boards will also decide whether to suggest that a response to a query, even when resolved at Level 1, is of sufficient importance or likelihood of repetition to be posted on the QOF queries page of the Pay Modernisation GMS web site. If so, the Lead contact will send it to the Scottish QOF Queries portal for a final decision on posting of such queries.

5. It is very important that NHS Boards develop a system to track significant queries and responses, including escalation to higher levels, to monitor workload, consistency and accuracy to ensure governance of this process.

Level 2-Scotland

6. If the query cannot be resolved by NHS Boards as above, e.g. where interpretation beyond the precise wording of the national guidance is needed or where the guidance does not cover the content of the query, it should be escalated for consideration at Scotland level (**Level 2**). This should also be done in the case of uncertainty about interpretation.

7. Queries may also come in directly at Level 2 for consideration at Scotland level from bodies other than NHS Boards, for example through the Pay Modernisation Team, Practitioner Services Division, SCIMP, SGPC, ISD, QOF Reviewer Training Team. Those queries from Practices received through the Scottish QOF Queries portal will be re-directed in the first instance back to the appropriate Board's system.

8. All queries escalated to **Level 2** will be routed through a single Scottish QOF Queries portal managed by the GMS Pay Modernisation Team, and must be in writing, using the template referred to in paragraph 3.

9. It is expected that queries will be answered within 20 days of receipt either fully or with a progress report. Responses will be fed back to the sender electronically using the original query template.

10. Queries at **Level 2** will be dealt with through a process involving the Primary Care Division of the Scottish Government (SG), Scottish General Practitioners Committee (SGPC) of the BMA and the QOF Queries Reference Group. Some queries will be re-directed to the appropriate body such as PSD, ISD. Final responses will be agreed between SG and SGPC before posting on the Pay Modernisation website.

Level 3 (UK)

11. Where a query is deemed to have UK-wide implications, it will be escalated from level 2 to the UK QOF review sub-plenary group for resolution (**Level 3**). Responses will then be posted on the web site as above. Some level 3 queries will be devolved back to Scotland for resolution and dealt with through the process for Level 2.

Information for Practices and Posting of Responses

12. Responses, including interim responses, at levels 2 and 3 will be posted on the Paymodernisation website, along with selected FAQs from Level 1.

http://www.paymodernisation.scot.nhs.uk/gms/natref/qual_def/faqs_index.htm

13. Information on this process for Practices will be available through the same website and will also be disseminated through the PSD newsletter, including alerts to new FAQs.

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QOF QUERIES BOARD CONTACT DETAILS

Board	Contact Person	Address	Contact Details
NHS Ayrshire & Arran	Lyall Cameron eHealth Facilitation Manager	Information and Clinical Support Services Stair Team Base, Ailsa Hospital Dalmellington Road Ayr KA6 6AB	Tel: 01292 513820 Email: lyall.cameron@aapct.scot.nhs.uk
NHS Borders	Aileen Monaghan IM&T Facilitator	Recreation Centre Borders General Hospital Melrose TD6 9BH	Tel: 01896 827659 Email: Aileen.Monaghan@borders.scot.nhs.uk
NHS Dumfries & Galloway	Linda Bunney Primary Care Development	Logan East Crichton Hall Dumfries DG1 4TG	Tel : 01387 244376 Email: Linda.bunney@nhs.net
NHS Fife	Lyn Parkinson Primary Care IT Mentoring Manager	Cameron House Cameron Bridge Leven KY8 5RG	Tel: 01592 226452 Email: lynparkinson@nhs.net
NHS Forth Valley	Evelyn Hadden Primary Care Contracts Manager	9 Gladstone Place Stirling FK8 2AH	Tel: 01786 434777 Email: evelyn.hadden@nhs.net
NHS Grampian	Patricia Morgan PCCT Manager	~	Tel: 01224 556094 Email: patriciam.morgan@nhs.net
NHS Greater Glasgow & Clyde	Tom Clackson GMS Contract Manager	Modular Unit, Room 41, Gartnavel Royal Hospital 1055 Great Western Road, Glasgow G12 0XH	Tel: 0141 211 0697 Email: Tom.Clackson@ggc.scot.nhs.uk
NHS Highland	Fiona Duff		Email: Fiona.Duff@nhs.net
NHS Lanarkshire	Judith Milligan IT Facilitation & Training Manager	Law House Airdrie Road Carluke ML8 5ER	Tel: 01698 377800 Email: Judith.Milligan@lanarkshire.scot.nhs.uk
NHS Lothian	John Steyn Clinical IM&T Adviser	~	Tel: ~ Email: john.steyn@lothian.scot.nhs.uk
NHS Orkney	Michelle Manzie Primary Care Manager	Garden House New Scapa Road Kirkwall KW15 1BQ	Tel: 01856 888066 Email: michelle.manzie@nhs.net
NHS Shetland	Lisa Sutherland Service Manager Primary Care	Lerwick Health Centre South Road Lerwick Shetland ZE1 0RB	Tel: 01595 743209 Email: e.sutherland@nhs.net
NHS Tayside	Geraldine Fairfield GMS IM&T Project Facilitator	IT Implementation and Training Dept Training Centre 1 Victoria Street Monifieth DD5 4HL	Tel: 01382 420092 Email: geraldine.fairfield@nhs.net
NHS Western Isles	Alf Sludden IM&T Advisor / Facilitator SEF Lead for WIHB	ICT Services Western Isles Health Board	Tel: 01851 708254 Email: alf.sludden@nhs.net