

## Notes from GPpayments calculations futures working group Jan 2017

### Background

CQRS contract ends 2018. At present data extracted from GP systems by our system providers under instruction from GPES. The extracted data passed to CQRS to calculate payments for enhanced services and Q&O. Although GPES instructs the GP system providers it appears that TPP and Emis Web will not share the searches that they use for these extractions. Some of the problems may be with the GPSS searches but as they are secret no one knows!

The working group was set up including staff from NHS digital, NHS England LATs, practice managers and myself as a GP to create a wish list for the new system after the present CQRS contract expires.

Other issues covered 17<sup>th</sup> and 18<sup>th</sup> Jan

### Local Enhanced Service

We would like these to be included on CQRS (or its successor) at present practices submit on up to 6 portals. However the sheer variety of LES may prevent this. One solution is to compel the LES commissioner to provide searches that can upload to the new CQRS system to reduce practice spread sheet submissions.

### GPSS communications

Neither TPP nor Emis Web seem to communicate or cooperate well. TPP will not talk to practices, a Emis web will but rarely does anything. Many people found the user forums very helpful and ENQUIRY manager on Emis web. This will have to be dealt with contractually and is included in the feedback from the working group to GPES/NHS digital.

### Avoiding Unplanned Admission problems

Almost all with Emis Web practices and strongly felt to be an Emis Web extraction coding problem but they deny it. CQRS are going to interrogate my system to get evidence to help this and challenge Emis Web.

### Multipractice, federation use

CQRS does not cope well with 1 person accessing multiple practice sites such as federations and Hurley group in London(14 practices) to be tackled in new system. NHS digital staff have been briefed to expect MCPs to start appearing.

### Snowmed coding

Starting April 2018. Will replace all existing codes. The GPES chaps confidently expect it will not work in all code migrations. Does GPC have a practice resilience plan to support practices struggling with claims and payments delays because of this? (to discuss with Dr Lumb).

### Support for new CQRS system

Obligatory training (should be free) for staff at least 2 per practice. Ongoing updates. We would like a central problems desk to so that system wide problems such as Avoiding unplanned admissions can be dealt with nationally. We pointed out that there is no Data quality service in York but it still exists elsewhere. LATs want better support as they receive up to 50 email coding/claims problems per day.

#### Follow Up

The project team are going the top brass in the NHS to get sign up to the new system and await guidance on MCPs then will come back to the working group for further comment. I think it has been a positive process with genuine attempts from NHS digital to find out what the “users” would like in a new system and identify where it has not worked in CQRS.

David Hartley Jan 2017