

Avoiding unplanned admissions: proactive case finding care review for vulnerable people (component 2 and 3)

This guide is for General Practice (GP) staff and NHS England area teams using the Calculating Quality Reporting Service (CQRS) for information collections.

Support

Service desk	cqrsservicedesk@gdit.com , 0800 440 2777, 8am-6pm Mon-Fri
Training	CQRS training [https://training.cqrs.nhs.uk/home]
System	CQRS log in [https://nww.cqrs.nhs.uk]
Web	CQRS [http://www.hscic.gov.uk/cqrs] GPES [http://www.hscic.gov.uk/gpes]

About this guide

This guide describes how to participate and manually enter achievement for the Avoiding unplanned admissions (component 2 and 3) 2015/16 Enhanced Service. This service runs from 1 April 2015 to 31 March 2016. Payment is made twice yearly.

Participating in the service

Once you've received an offer to participate in this service from your NHS area team it will appear in your Message Centre as a new task. Follow the steps below to participate:

- view the service by selecting the Task Summary link or Participation Management tab from the main menu
- select the checkbox in the first column and then select the option Accept Service

Quality Services

Quality Service Status:

Offered

Select	Service	Comm. Org	Start Date	End Date	Response Date	Status
<input type="checkbox"/>						
<input checked="" type="checkbox"/>	Avoiding Unplanned Admissions Comp 2 and 3 2015/16	WEST YORKSHIRE AREA TEAM	01/04/2015	31/03/2016	31/08/2015	Offered

- when you see the message asking you to accept the service, select Yes
- you'll then see a message confirming that you've accepted the offer
- once your NHS area team approves the offer you'll receive another message
- you can then start entering achievement data

Manually entering achievement

In line with NHS England requirements, HSCIC collects information automatically for some services but for others this must be entered manually into CQRS. In addition, on some occasions it's not possible to collect information automatically and practices must also then enter achievement manually.

To manually enter data for this service follow the steps below:

- select the Data Submission tab from the main menu
- choose the Record Achievement option and set the financial year dropdown box to 2015/16
- select Avoiding Unplanned Admissions Comp 2 and 3 2015/16 from the dropdown box
- select the end-of-month date for the data you're entering (eg for activity completed in April the achievement date will be 30/04/2015)
- choose Add New Achievement

Record Achievement - Financial Year 2015/2016

Quality Service: Avoiding Unplanned Admissions Comp 2 and 3 2015/16

Achievement Date: 30/09/2015

Achievement Date	Last Updated
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- select AUA payment
- Enter data for indicator AUAC1001
- select Submit Achievement Data

Indicators

Indicator ID	Description	Date Submitted	Submitted Values	New Values
AUA001	The total number of patients aged 18 years or over on the avoiding unplanned admissions case management register, who have been allocated a named accountable GP and who have an up-to-date avoiding unplanned admissions care plan/ care plan review or who have declined an avoiding unplanned admissions care plan/ declined care plan review up to the end of the payment period.		22	44

Submission Notes: (1000 character limit)

Management Information

Please note that Management Information fields DO NOT need to be completed. If they are left blank the fields will register as zero.

If you wish to enter MI data please follow the steps below;

- select AUA Management Information
- enter data for indicators AUAMI001 to AUAMI020
- select Submit Achievement Data

DEPARTED PATIENTS

Departed Patients are patients who have died or left your GP practice between being added to the AUA register and the automated extract taking place. As they are no longer registered to your practice they are not counted by the automated extract.

If after reviewing your achievement you identify that you have one or more departed patients you can manually record them on CQRS. Once added they will be included when calculating your AUA achievement.

Indicators

Indicator ID	Description	Date Submitted	Submitted Values	New Values
AUA001	The total number of patients aged 18 years or over on the avoiding unplanned admissions case management register, who have been allocated a named accountable GP and who have an up-to-date avoiding unplanned admissions care plan/ care plan review or who have declined an avoiding unplanned admissions care plan/ declined care plan review up to the end of the payment period.	30/09/2015	146	Current Registered Patients (no entry allowed - automated data has been submitted) <input type="checkbox"/> Departed Patients

Any departed patients must be recorded on CQRS before you declare your achievement. If you do not enter a departed patients figure then the calculation will assume you have ZERO departed patients.

Adjusting payment

If you disagree with your achievement amount the options available will depend on the source of the data:

1. If you manually entered the achievement data and have not yet declared your achievement, you can correct the achievement data yourself on CQRS using the data entry screens.
2. If your data was from an automated extract or you have already declared your achievement, assemble evidence to support your claim and contact your NHS England area team. They'll review the evidence and decide if an adjustment is needed