



## Cancelling a Quality Service Job Aid

As a Commissioning Organisation, you have the ability to cancel Quality Services that have been accepted or rejected by Service Providers. This job aid outlines the basic steps required to perform this task.

This job aid is aimed at Commissioning Organisations with the role of 'Commissioning Management'.

**Note: The data that appears in this job aid is for training purposes only and does not represent actual data.**

1. From the CQRS Home screen, select the **Participation Management** tab and then select the **Offered Services** sub-tab.

The screenshot shows the CQRS interface with the 'Participation Management' tab selected. Underneath, the 'Offered Services' sub-tab is active. A dropdown menu for 'Financial Year' is set to '2016/2017'. Below this, a table lists several services with their 'Date Offered'.

Services	Date Offered
<a href="#">Alcohol Risk Reduction 2016/17</a>	20/03/2017
<a href="#">Dementia Data Extract 2016/17</a>	20/03/2017
<a href="#">Friends and Family Test 201516</a>	17/03/2017
<a href="#">HPV Booster vaccination</a>	20/03/2017
<a href="#">Pertussis in pregnant women 2016/17</a>	20/03/2017
<a href="#">Quality and Outcomes Framework 2016/17</a>	20/03/2017

**NOTE:** Offered Quality Services can be filtered by financial year. All Quality Services that have been offered in the current financial year display by default.



- From the **Offered Services** list, select the link of the Quality Service you wish to cancel.

The screenshot shows a navigation menu with 'Home', 'Participation Management', 'Data Submission', 'Achievement', 'Reports', 'Administrative Tasks', and 'Help'. Below the menu are 'Manage Services' and 'Create Offers' buttons. The 'Offered Services' tab is active, showing a 'Financial Year' dropdown set to '2016/2017'. A table lists services with their 'Date Offered'.

Services	Date Offered
<a href="#">Alcohol Risk Reduction 2016/17</a>	20/03/2017
<a href="#">Dementia Data Extract 2016/17</a>	20/03/2017
<a href="#">Friends and Family Test 201516</a>	17/03/2017
<a href="#">HPV Booster vaccination</a>	20/03/2017
<a href="#">Pertussis in pregnant women 2016/17</a>	20/03/2017
<a href="#">Quality and Outcomes Framework 2016/17</a>	20/03/2017

- Select **Approved** or **Rejected** from the **Status** drop down menu to display the Service Providers who have Accepted or Rejected the offered service. Only services in these two statuses may be cancelled. Services which have been Offered cannot be cancelled but may be Withdrawn.

The screenshot shows the 'Quality and Outcomes Framework 2016/17' page with a 'Back to Offered Services' link. The 'Associated Service Providers' section is active, displaying a table of providers. A 'Status' dropdown menu is open, showing 'Offered', 'Approved', 'Rejected', and 'Cancelled' options.

Org ID	Service Provider Name	Parent Organisation	Start Date	End Date	Response Date	
<input type="checkbox"/>	AA01AA	<a href="#">SvcProvider04A</a>	CommOrg04	01/04/2016	31/03/2017	01/05/2017
<input type="checkbox"/>	CC04CC	<a href="#">SvcProvider04C</a>	CommOrg04	01/04/2016	31/03/2017	01/05/2017
<input type="checkbox"/>	EE04EE	<a href="#">SvcProvider04E</a>	CommOrg04	01/04/2016	31/03/2017	01/05/2017
<input type="checkbox"/>	L04LLL	<a href="#">SvcProviderL04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	M04MM M	<a href="#">SvcProviderM04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	N04NNN	<a href="#">SvcProviderN04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017



4. Locate the Service Provider(s) for whom you wish to cancel the Quality Service offer.
5. Select the checkbox adjacent to the Service Provider(s), and then select the **Cancel Service** button.

<input checked="" type="checkbox"/>	V04VVV	<a href="#">SvcProviderV04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	W04WW W	<a href="#">SvcProviderW04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	X04XXX	<a href="#">SvcProviderX04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	Y04YYY	<a href="#">SvcProviderY04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017
<input type="checkbox"/>	Z04ZZZ	<a href="#">SvcProviderZ04</a>	CommOrg04	01/04/2016	31/03/2017	21/03/2017

View: 50

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6. The confirmation message displays to make sure you want to cancel the Quality Service for the Service Provider(s). Select the **Yes** button.

Are you sure you want to Cancel Quality and Outcomes Framework 2016/17 for the selected Service Provider(s)?

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An acceptance confirmation message displays, confirming that you have successfully cancelled the Quality Service. Note that selecting the **Yes** button will trigger a message that tells the Service Provider(s) that the Quality Service has been cancelled.

The selected service(s) have been successfully Cancelled. [View Offered Services](#)