

Viewing, Accepting and Rejecting Quality Services Offered Job Aid

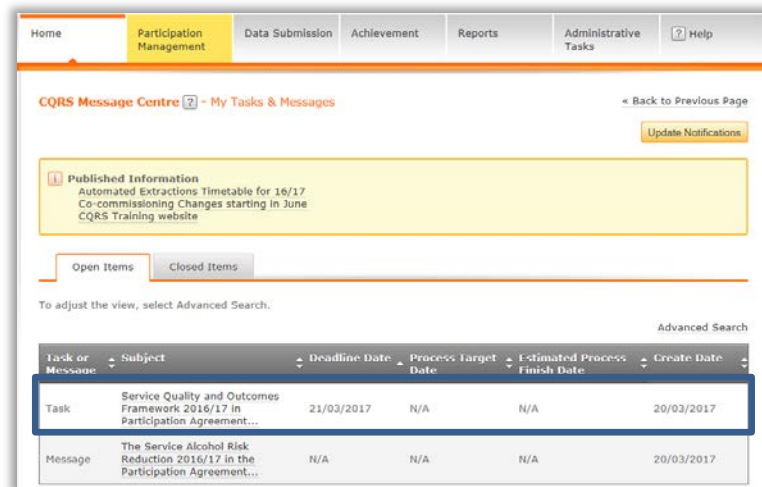
Service Providers are alerted that a Quality Service offer has been made to them by the Message Centre on the CQRS Home screen. This job aid outlines how to view offered services and how to accept or reject them.

This job aid is aimed at Service Providers with the role of 'Service Management'.

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

Viewing Offered Quality Services

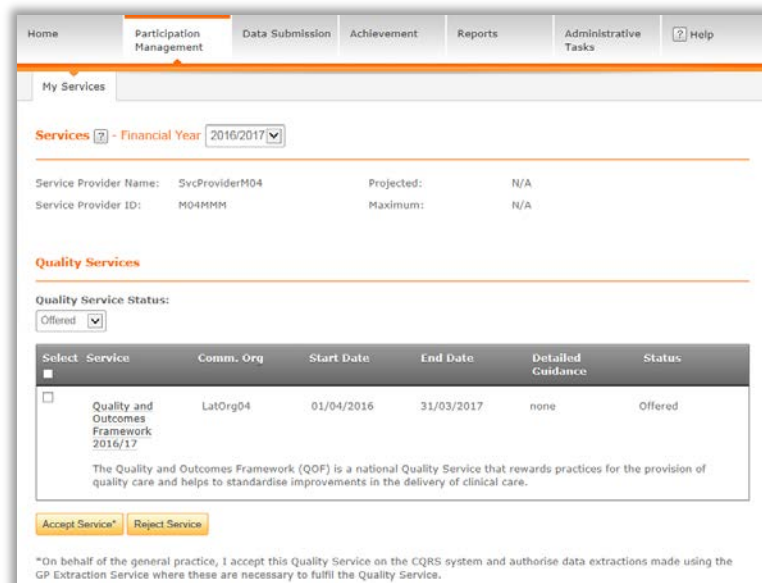
1. Offered Quality Services appear in your CQRS Message Centre as a new task.



The screenshot shows the 'CQRS Message Centre - My Tasks & Messages' interface. A table lists tasks and messages. The first row is highlighted with a blue border:

Task or Message	Subject	Deadline Date	Process Target Date	Estimated Process Finish Date	Create Date
Task	Service Quality and Outcomes Framework 2016/17 in Participation Agreement...	21/03/2017	N/A	N/A	20/03/2017
Message	The Service Alcohol Risk Reduction 2016/17 in the Participation Agreement...	N/A	N/A	N/A	20/03/2017

2. View the offered Quality Service by either selecting the **Task Summary** link or the **Participation Management** tab.



The screenshot shows the 'My Services' screen with the 'Participation Management' tab selected. It displays details for a service provider and a list of quality services. The 'Quality Services' section shows a table with one service:

Select	Service	Comm. Org	Start Date	End Date	Detailed Guidance	Status
<input type="checkbox"/>	Quality and Outcomes Framework 2016/17	LatOrg04	01/04/2016	31/03/2017	none	Offered

Below the table, there are buttons for 'Accept Service*' and 'Reject Service'.

NOTE: By default, the My Services screen displays all offered Quality Services for the current financial year.

Although you can accept or reject the Quality Service by selecting the checkbox next to the service name and selecting either the **Accept Service** or **Reject Service** button, you should always view details of the Quality Service offer before deciding the appropriate course of action.

3. To view details of the offer, select it from the list of services by selecting the service name.
4. For the QOF, the top-level domains (Clinical, Organisational, Patient Experience and Additional Services) display as appropriate.
5. Each domain can be expanded and viewed by selecting the coloured arrows on the left.

Payment Frequency: IMMEDIATE
Payment Period: ANNUALLY
Last Agreement Date: N/A

QOF 2016/17 Achievement

Adjustment Method(s): *(in order of performance)*

Contractor Population Index (CPI)

Pro rata based on participation

Clinical domain

- Atrial fibrillation
- Secondary prevention of coronary heart disease
- Heart failure
 - HF001. The contractor establishes and maintains a register of patients with heart failure

Calculation Method: Band Reached Points

Bands	
Target: 1	Available Points: 4
Target: 9999999999999999	Available Points: 9999999999999999
Target: 9999999999999999	Available Points:

6. Once you have reviewed the Quality Service details and are ready to accept or reject it, select the **Back to Select a Quality Service** link in the upper right of the screen.

- The Service details screen displays again. Select the checkbox to the left of the Quality Service and then select either the **Accept Service** or **Reject Service** button.

- A confirmation message displays to make sure that you wish to accept or reject the selected service. Select the **Yes** button to confirm your selection.

- CQRS displays a confirmation message that the Quality Service has been successfully accepted or rejected.

NOTE: If you reject the offer, the Commissioning Organisation will receive a message informing them of your action in regard to the offer. If you accept the offer, the offer is automatically moved into the “Approved” status and no additional notifications are sent to the Commissioning Service regarding the offer’s acceptance.