



**Interface**  
Clinical Services

QOF  
Enhancement  
Service



# WHO GIVES A QOF?

**Interface Clinical Services** has a wealth of experience in assisting practices with the validation of clinical registers and optimising outcomes for patients within a number of chronic disease areas.

We have a clinician-led remote services team and in the region of 60 pharmacists nationwide, offering multiple and varied support options.



# Enhanced quality...

The 2016-17 base value of a QOF point is £165.18.

The number of patients registered at a practice can cause this to go up or down, in direct proportion to the percentage variance from the national average. This factor is called the Contractor Population Index (CPI) and is difficult to influence.

To differentiate between payments given to practices who treat a lot of patients well and those who treat a few patients well, the Adjusted Practice Disease Factor (APDF) is factored into payment calculations. APDF is a measure of practice prevalence compared with the national average and the base QOF point value can be increased or decreased depending on how a practice compares.

By adding patients from our QOF Enhancement Report, reported prevalence at practice level will be more accurate and will compare more favourably to the national average, meaning more income.

Although a balance should be struck, it can be much more financially lucrative to strive for maximised QOF point value, rather than 100% achievement of low value points.

We have invested approximately 2,000 hours in the design and development of a service which identifies patients for QOF disease register inclusion.

We run sophisticated searches on GP practice systems which allow us to produce a detailed report containing patients that are not included on disease registers despite compelling evidence that they should be.

Usually these patients amount to between 8-10% of a practice list size, and the rewards for ensuring correct coding can be substantial.

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Typically we identify £2,500 per 1,000 list size, meaning an average practice with 7,460 patients could realise an uplift of £18,650.





# Enhanced reporting...

The patients that our QOF Enhancement Service identifies are provided to the practice in an easy to understand report.

The report is detailed without being over complicated, giving enough information about each patient to prevent its implementation becoming a case finding exercise.

The patient might be on medication or have a diagnostic marker for a particular condition. Varying by domain, the report also shows where the patient has clinical indicators and indicative read codes.

The QOF business rule set makes it unnecessarily difficult for practices to add patients to the correct registers.

We have made it simple by producing a read code directory containing only the QOF recognised codes required for register inclusion.

In many cases, the read codes being used by practices appear to be guaranteed to add patients to a register, but we have found seemingly obvious codes that are not QOF recognised.

READ CODES			
EMIS WEB	SYSTMONE	DOMAIN	DESCRIPTION
F25%		EP001	Epilepsy
F1321			Progressive Myoclonic Epilepsy
SC200			Traumatic Epilepsy
	F25%	EP001	Epilepsy
	SC200		Traumatic Epilepsy
	F257		Kojevnikov's Epilepsy

## PREVALENCE WORKED EXAMPLE

COPD REGISTER = 105
PRACTICE PREVALENCE = 1.5%
ADJUSTED PRACTICE DISEASE FACTOR (APDF) = 0.82
QOF POINT VALUE = £165.18 X 0.82= £140.93
35 POINTS X £135.45
DOMAIN VALUE = £4740.75

COPD REGISTER = 141 36 ADDED TO REGISTER
PRACTICE PREVALENCE = 2%
ADJUSTED PRACTICE DISEASE FACTOR (APDF) = 1.11
QOF POINT VALUE = £165.18 X 1.11= £183.35
35 POINTS X £183.35
DOMAIN VALUE = £6417.25

BEFORE AUDIT 100% ACHIEVEMENT (35 POINTS) <b>£4740.75</b>
AFTER AUDIT 80% ACHIEVEMENT (28/35 POINTS) <b>£5133.80 (+£393.05)</b>
AFTER AUDIT 90% ACHIEVEMENT (31.5/35 POINTS) <b>£5775.53 (+£1034.78)</b>
AFTER AUDIT 100% ACHIEVEMENT <b>£6417.25 (+£1676.50)</b>

# Enhanced patient care...

## WHAT ABOUT PATIENT CARE?

Whether you consider QOF to be a flawed box-ticking exercise or otherwise, at the heart of the framework is patient care.

It does provide a significant income stream to practices and it can be easy to forget that register inclusion gives the patient access to the umbrella of care that goes along with it.

It is natural to be concerned that the lack of a QOF code could mean that there are “invisible” patients in your practice population who are, for example, taking warfarin for atrial fibrillation and are on the verge of a stroke or bleed.

Perhaps there might be a patient whose diabetes had “resolved” but is now at risk because they were lost to follow up after a high HbA1c test result. It is easy to imagine similar examples across all of the 19 clinical domains.

When our pharmacists entered the profession, their motivation was to find a career that fulfilled their caring nature. There is nothing more satisfying about working with practices than catching the patients who have slipped through the net, safe in the knowledge that their care has been safeguarded by the addition of a read code.

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We are an NHS business partner, ‘an organisation that, whilst remaining independent, works closely with NHS organisations and shares common goals for providing high standards of healthcare directly to patients.’





# Enhanced service...

We offer a **FREE QOF Health Check** that is a useful report in its own right.

The health check gives a breakdown of each domain, practice prevalence compared to the national average, potential patients found and the new recorded prevalence and associated income uplift were all of the patients to be added.

Practices can then make an informed decision on how to proceed and how many consultancy days they are likely to require.

## CLINICAL DOMAIN HEART FAILURE (HF)

NATIONAL PREVALENCE (AGE ADJUSTED)	0.72%
REGISTER SIZE	58
PRACTICE PREVALENCE (AGE ADJUSTED)	0.83%
AVAILABLE POINTS	29
CURRENT £ PER QOF POINT	£177.63
POTENTIAL PATIENTS FOUND	22
TOTAL INCLUDING POTENTIAL	80
ADJUSTED PRACTICE DISEASE PREVALENCE	1.14%
POTENTIAL £ PER QOF POINT	£245.01
VALUE OF EACH ADDITIONAL REGISTER PATIENT (£)	£88.82
INCOME BASED ON FULL QOF ACHIEVEMENT IN CURRENT REGISTER	£5,151.28
INCOME BASED ON FULL QOF ACHIEVEMENT IN ADJUSTED REGISTER	£7,105.22
ADDITIONAL INCOME	£1,953.94

## CLINICAL DOMAIN OSTEOPOROSIS (OST) SECONDARY PREVENTION OF FRAGILITY FRACTURES

NATIONAL PREVALENCE (AGE ADJUSTED)	0.17%
REGISTER SIZE	7
PRACTICE PREVALENCE (AGE ADJUSTED)	0.30%
AVAILABLE POINTS	9
CURRENT £ PER QOF POINT	£267.84
POTENTIAL PATIENTS FOUND	19
TOTAL INCLUDING POTENTIAL	26
ADJUSTED PRACTICE DISEASE PREVALENCE	1.12%
POTENTIAL £ PER QOF POINT	£994.83
VALUE OF EACH ADDITIONAL REGISTER PATIENT (£)	£344.36
INCOME BASED ON FULL QOF ACHIEVEMENT IN CURRENT REGISTER	£2,410.55
INCOME BASED ON FULL QOF ACHIEVEMENT IN ADJUSTED REGISTER	£8,953.49
ADDITIONAL INCOME	£6,542.93

## CLINICAL DOMAIN DEMENTIA (DEM)

NATIONAL PREVALENCE (AGE ADJUSTED)	0.74%
REGISTER SIZE	40
PRACTICE PREVALENCE (AGE ADJUSTED)	0.57%
AVAILABLE POINTS	50
CURRENT £ PER QOF POINT	£120.08
POTENTIAL PATIENTS FOUND	10
TOTAL INCLUDING POTENTIAL	50
ADJUSTED PRACTICE DISEASE PREVALENCE	0.72%
POTENTIAL £ PER QOF POINT	£150.10
VALUE OF EACH ADDITIONAL REGISTER PATIENT (£)	£150.10
INCOME BASED ON FULL QOF ACHIEVEMENT IN CURRENT REGISTER	£6,004.02
INCOME BASED ON FULL QOF ACHIEVEMENT IN ADJUSTED REGISTER	£7,505.03
ADDITIONAL INCOME	£1,501.01

# Enhanced support...

Our pharmacists are experts in long term condition management and they can provide valuable support as clinicians, acting on behalf of the GP to support practice staff in the addition of patients to appropriate registers.

In the current NHS climate, clinician time is at a premium. Our pharmacists can help to bridge this gap with a sought after skill set, due to their expertise in GP clinical systems. The QOF Enhancement Service includes one day of on-site pharmacist support.

Additional days can be arranged if required, the content of these days is tailored to the practice's requirements and can be weighted towards training or actual coding.

In small and medium sized practices, our pharmacists have been able to implement 60% of the report in a single day where staff training is not desired or is deemed unnecessary.

In addition to on-site consultancy days, we have a dedicated QOF team who can provide ongoing support throughout the QOF year.

Where the practice has a larger list size or above average number of identified patients, multiple consultancy days are recommended to ensure profit is maximised and the training legacy cemented.

## SMALL TO MEDIUM PRACTICE

Coding or training only required

1

consultancy day

## MEDIUM PRACTICE

Coding and training required

2

consultancy days

## MEDIUM TO LARGE PRACTICE

With >1000 patients identified

2+

consultancy days



# Enhanced outcomes...

There is no need to wait until National Prevalence Day to understand the benefit of the service.

Once a practice has begun working on the report, we can run their searches again at any point and as often as required, to produce a 'Revalidation' report detailing the progress to date.

If a practice wants to know how many patients have been added or which domains still need attention, the revalidation report will show this.

We use the latest HSCIC national prevalence data to estimate income achieved in the current QOF year. When the data becomes available in the public domain we can also project the recurring income that the practice will achieve in future QOF years.

The revalidation also addresses any gaps between expected and actual outcomes and allows training to be organised accordingly. If a domain were to be delegated to a member of staff and the Practice Manager would like to check the progress and/or assess further training needs, the revalidation supports this.

The QOF Enhancement Service is supported by a money back guarantee. If, following a revalidation, the practice does not recoup their investment from the projected uplift in income, a full refund will be issued.

Our QOF Enhancement Service is truly a win-win opportunity.



## Get in touch...

Discover your QOF potential with a **FREE** QOF health check:

**0113 827 2329**  
[www.interface-cs.co.uk](http://www.interface-cs.co.uk)

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