



14 November 2019

**To: All General Practices  
Derbyshire**

Dear All

Following a recent query about problems with patients being exception reported during the QOF year, the GPC IT Policy Lead has had the following response from NHSE/I. In addition to the response from NHSE, GPC will also be writing to system suppliers to ensure that they act on the right interpretation of the business rules asap.

**'The business rules reflect what was agreed during contract negotiations in that, at the end of the QOF year, if a patient has not responded to two invitations then they can be removed from an indicator denominator using the personalised care adjustment rule. It is important to note that while QOF data are collected from about September onwards it is only the collection on 31 March which is used to calculate achievement and ultimately practice payment. The current issue is arising because system suppliers are linking the business rules (which are intended to produce a year end calculation and are correctly drafted to achieve this) with in year care prompts. It is this linkage which is causing the prompts to be removed from the patients' record, when from a clinical care perspective, it would be better if they were to remain.**

**As discussed, we have asked system suppliers to reinstate the prompts where patients have not responded to invitations for care. Vision have stated that they will do this when they implement V44 of the QOF business rules, used for year end QOF 2019-20, and EMIS plan to consult with their user group. TPP have currently indicated that they will not do this as, in their view, this would require an amendment to the business rules. Whilst we are unconvinced that this is the case, we do nevertheless intend to amend the business rules for V44 to make it clear to suppliers that they should not remove system prompts from a patient record where they have not responded to two invitations for care. We have yet to receive a response from Microtest.'**

**Dr Kathryn Markus**  
Chief Executive  
Derby and Derbyshire Local Medical Committee

The information provided in this document is correct at the time of publication.



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