

## **Quality Contract & Local Enhanced Services Appeal Process**

This process will be used for any practices who wish to appeal NHS Rotherham CCG's decision to withhold funding for any elements of the Quality Contract and Local Enhanced Services.

### **Appeal Process**

If an officer of the CCG decides to withhold funding and a practice wish to appeal against this decision, they must do so in writing to the Primary Care Team using the attached template within 30 calendar days of notification of payment being withheld. The template should detail the grounds of the appeal and include all available supporting evidence. Further evidence will not be accepted later in the process.

The first appeal will be considered by the next available Sub-Group of the Primary Care Committee and the officer who made the original decision will be excluded. The decision will be communicated to the practice within 5 working days of the meeting – if the appeal is accepted the monies will be paid in the next available payment run. If the appeal is rejected the practice can choose to pursue a second appeal.

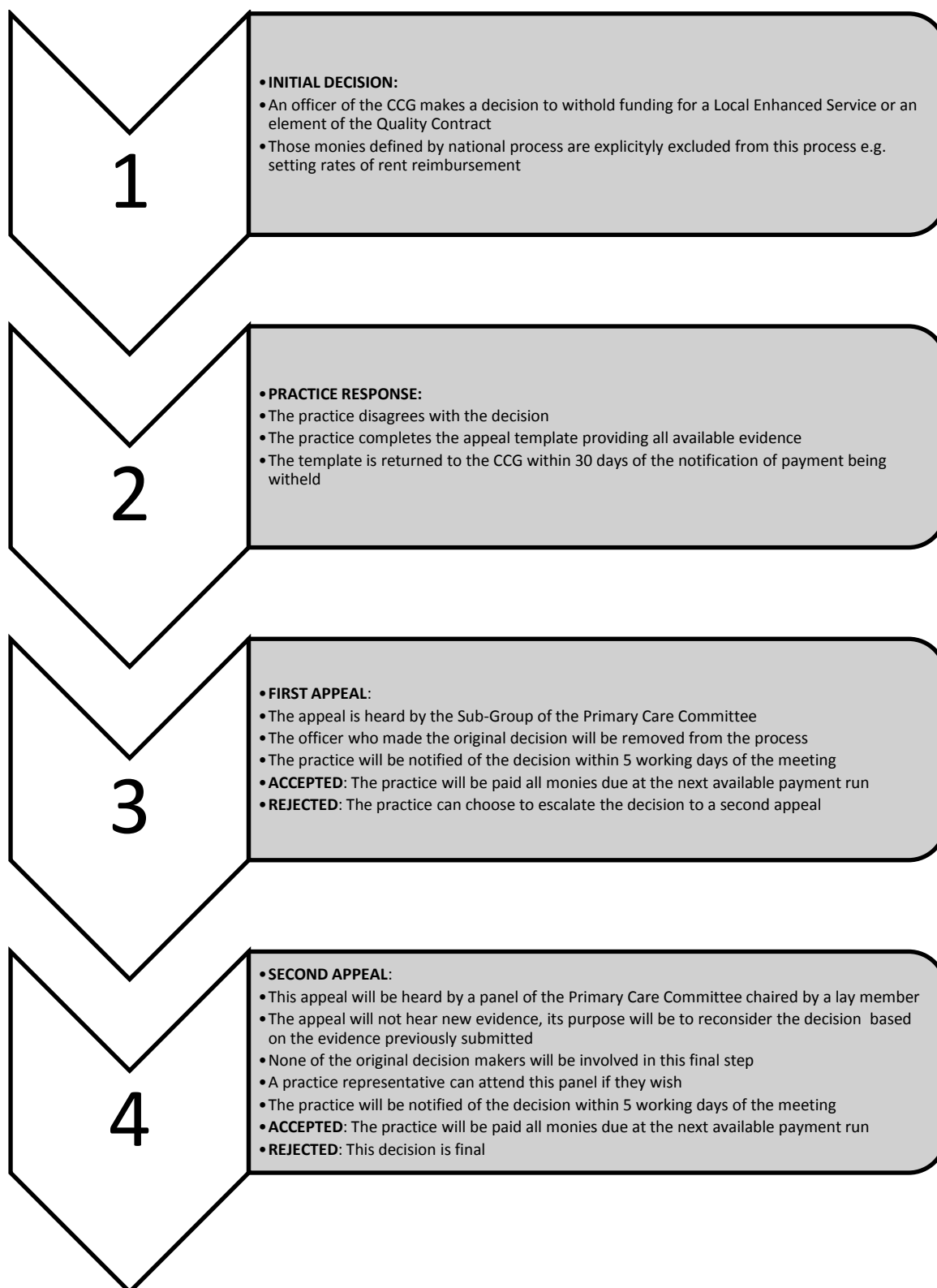
The second appeal will be heard by a panel of the Primary Care Committee at the next available meeting, chaired by a lay member. None of the original decision makers will be on the panel, and no new evidence can be submitted – the purpose of the panel is to reconsider the decision made on the evidence previously submitted. A practice representative can attend the panel if they wish. The decision will be communicated to the practice within 5 working days of the meeting – if the appeal is accepted the monies will be paid in the next available payment run. If the appeal is rejected this decision is final.

### **Example evidence**

Quality Contract Standard 7 – Better Care (Heart Failure):  
Delivery (3) - All HF patients to have a 6 monthly review of their medication, symptom control, and renal function.

It is accepted that to meet this standard the patient needs to engage with the practice. Evidence would be proof that patients have been invited to (or DNA'd) at least 3 appointments. This evidence could be a letter or text message sent to the patient, and should be submitted with the appeal.

## Appeals



Please note: this process involves both the Sub-Group of the Primary Care Committee, and the Primary Care Committee itself, and so each level of appeal will be heard at the first available meeting. We will endeavour to come to a resolution as quickly as possible within the constraints of pre-set meeting dates.

**Appeal Template**

<b>Practice Name:</b>		<b>Lead GP:</b>	
<b>Today's Date:</b>		<b>Quarter to which the payment applies:</b>	
<b>LES or Standard of the Quality Contract to which the appeal applies:</b>			
<b>Amount of money withheld: (£)</b>			
<b>Details of the appeal:</b>	<i>(please give details of why you believe you have an appeal)</i>		
<b>Evidence:</b>	<i>(give details of any evidence you have here to support your case, attach files if necessary, but please don't include patient identifiable information)</i>		
<b>Name:</b>			
<b>Signed:</b>			

Please return this completed form to [primarycare@rotherhamccg.nhs.uk](mailto:primarycare@rotherhamccg.nhs.uk) or to the Primary Care Team, Rotherham CCG, Oak House, Bramley, Rotherham S66 1YY.