

# THE CHEMISTRY FOR SUCCESS



## TOP TIPS FOR QOF SUCCESS!

### **EVERYONE IS RESPONSIBLE FOR QOF**

Most practices have clinical leads for QOF. And the PM has oversight. But it's not just their problem. Get everyone involved, particularly the Receptionists – they have more contact with patients than anybody. Explain what QOF is, show them the targets and, particularly, what it means financially. Make sure QOF is on the agenda at every meeting the practice holds.

### **THE POP-UPS ARE NOT THERE TO GET IN THE WAY**

You need a managed system to get patients into the surgery but so much work can be done opportunistically. Clinical system pop-ups tell you exactly what QOF work you need to do and yet so many staff – clinical or otherwise – just close that box because “it gets in the way!” If that's not working, create a system whereby Receptionists booking appointments detail the QOF work to be done for that patient. It can be time consuming but so is getting 100 diabetics through the door in March.

### **DON'T JUST JAB THEM**

A large proportion of your QOF patients will be in for a flu jab. Make sure they get everything else they require for QOF. Your nurses and HCA's won't be able to do it there and then (probably) but they can prompt the patient to make the next appointment if they pay attention to the pop-ups (there they are again!) Remember that's a lot of work out of the way before Christmas!

### **POST IS IN THE PAST**

It goes without saying that you need a robust recall system in place. Don't just work off the QOF lists. Spread the workload over 12 months and manage them. Month of birth is a system that works well. Whatever system you have though, don't waste money sending letters. All clinical systems can now be configured to send text messages – you can communicate with hundreds of patients in just a few minutes. And it's free. If that doesn't prove to be effective, pick up the phone. It's usually a cheaper, quicker and more effective way of getting in touch. There may be times when a letter is appropriate. But it should be a last resort. Anyone remember Paperlight?

For further practical advice on taking your practice to the point where your accounts look a lot healthier, contact me today for a free no obligation chat.

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