



Frequently Asked Questions:

The new national CQUIN on NHS staff health and wellbeing

The CQUIN on 'NHS staff health and wellbeing' is one of four national mandatory CQUINs for 16/17. It became operational in April 2016.

All NHS Trusts in England, including acute, community, ambulance and mental health, are expected to take up this CQUIN. They will receive a proportion of their funding (see appendix A) dependent on achieving the CQUIN goals. Guidance from NHS England is available [here](#) and [here](#).

What is a 'CQUIN'?

In 2009 the Department of Health introduced the 'CQUIN framework' as a way for commissioners of healthcare to encourage and reward improvements in service quality – CQUIN stands for 'Commissioning for Quality and Innovation'. The framework allows commissioners to make some of the healthcare providers' (hospitals, care homes, mental health services etc.) annual income conditional on achieving pre-set indicators to improve quality.

Why has this new CQUIN on staff health and wellbeing been introduced?

Public Health England puts the cost to the NHS of staff absence due to poor health at £2.4bn a year – around £1 in every £40 of the total budget. Evidence from the staff survey and elsewhere shows that improving staff health and wellbeing will lead to higher staff engagement, better staff retention and better clinical outcomes for patients.

The goal of the CQUIN on staff health and wellbeing is to improve the support available to NHS Staff to help promote their health and wellbeing in order for them to remain healthy and well.

What does the CQUIN mean for food in hospitals?

There are three indicators in the NHS staff health and wellbeing CQUIN. Indicator 1b is about 'Healthy food for NHS staff, visitors and patients'. The focus is on retail, including restaurants, cafes, shops, food trolleys and vending machines and there are two parts:

CQUIN 1b, Part a

Part a says that "providers will be expected achieve a step-change in the health of the food offered on their premises in 2016/17, including":

- a) The **banning of price promotions** on sugary drinks and foods high in fat, sugar and salt (HFSS) . The majority of HFSS fall within the five product categories: pre-sugared breakfast cereals, soft drinks, confectionery, savoury snacks and fast food outlets¹;
- b) The **banning of advertisement on NHS premises** of sugary drinks and foods high in fat, sugar and salt (HFSS);
- c) The banning of sugary drinks and foods high in fat, sugar and salt (HFSS) from **checkouts**; and
- d) **Ensuring that healthy options are available at any point** including for those staff working night shifts.

¹ CQUIN notes: The Nutrient Profiling Model can be used to differentiate these foods while encouraging the promotion of healthier alternatives. <https://www.gov.uk/government/publications/the-nutrient-profiling-model>]

CQUIN funds are paid on delivering the four outcomes above **by March 31st 2017** (see appendix A). NHS England expects providers to achieve these objectives by renegotiating or adjusting existing contracts where necessary.

CQUIN 1b: Part b

The second part says that **providers will also be expected to submit national data collection returns by July based on existing contracts with food and drink suppliers. This will cover any contracts covering restaurants, cafés, shops, food trolleys and vending machines or any other outlet that serves food and drink.**

The data collected must include the following: the name of the franchise holder, food supplier, type of outlet, start and end dates of existing contracts, remaining length of time on existing contract, value of contract and any other relevant contract clauses. It should also include any available data on sales volumes of sugar sweetened beverages.

CQUIN funds are paid **by July 2016** on successful submission of this data (see [appendix A](#)).

How can Food for Life help?

Our new **'Healthy food for NHS staff, visitors and patients' CQUIN support package** is designed to help NHS Trusts comply with, or exceed, key requirements of the new 'NHS staff health and wellbeing CQUIN that became operational in April 2016.

Our expert team will work with you to support the changes required to your in-house provision and / or food retail, vending and catering contracts that will allow you to address four key outcomes of the CQUIN:

- a. The banning of price promotions on sugary drinks and foods high in fat, sugar and salt (HFSS)
- b. The banning of advertisement on NHS premises of sugary drinks and foods high in fat, sugar and salt (HFSS);
- c. The banning of sugary drinks and foods high in fat, sugar and salt (HFSS) from checkouts; and
- d. Ensuring that healthy options are available at any point including for those staff working night shifts.

We will help you understand your current position as well giving you the confidence to engage with key stakeholders to make an effective case for change and establish support.

What does the Food for Life CQUIN support package include?

Gap analysis report to map CQUIN requirements against your current catering, retail and vending provision alongside best practice being achieved in other NHS Trusts.

1. **Workshop** to support key staff within the NHS Trust to understand the CQUIN requirements and build their confidence to:
 - a) engage with caterers and concession-holders to make an effective case for change within current contractual terms;
 - b) engage with staff and visitors to build support for the changes;
 - c) evaluate the financial impact of any recommended changes.
2. **Post-workshop report** setting out a practical approach to shaping, designing and implementing a compliant healthy food offer.
3. **National visibility** for the achievements of the Trust nationally via our Food for Life Hospital Leaders work with key strategic stakeholders and other NHS Trusts.

How much does the support package cost?

The cost of the CQUIN support package is £4,500 – excluding VAT and expenses.

What other support can Food for Life offer?

- **Support package to achieve the Food for Life Catering Mark** for patient, staff and visitor food. Flexible training options cover benchmarking, progress review, staff training, final review and marketing support. Cost - £2,000 – excluding VAT and expenses.
- **Optional procurement support** to develop new contract specifications and join meetings with relevant contract-holders. Costs are based on a consultancy day rate, please contact us for further details.
Co-design workshop with staff to help shape a **staff engagement campaign** on healthier eating to support the new changes. Costs are based on a consultancy day rate, please contact us for further details.

Combined Package Offer

The Food for Life Catering Mark support package gives you a straightforward way to make a positive change to your wider food offering as well as supporting the actions required to meet the CQUIN requirement.

CQUIN Support Package + Food for Life Catering Mark Support Package - £6,000 (excl. VAT & expenses)

Why work with Food for Life?

Food for Life is committed to ensuring that the food offered by a hospital reflects its role as a health-promoting place. We have worked with NHS Trusts to support the delivery of their food and drink strategies and achieve local CQUIN goals on hospital food.

We have supported more than thirty five hospitals to achieve the Food for Life Catering Mark, verifying that the food they are serving is ethical, sustainable and freshly prepared.

How do I find out more?

- **Contact:** Dr Susannah McWilliam - Programme Manager, Food for Life Hospital Leaders
- **Email:** smcwilliam@soilassociation.org
- **Call:** 0117 314 5180 / 07810 117 652
- **Visit:** www.foodforlife.org.uk/hospitals

Appendix A: CQUIN payments

Depending on the performance of the provider, the overall CQUIN scheme is worth up to 2.5%, payable on top of the Actual Annual Value (AAV). The AAV is the total of all payments made to the provider for services delivered under the specific contract during the contract year, excluding CQUIN and other incentive payments, and after any deductions or withholdings.

Of the extra 2.5% available for all CQUINs, the staff health and wellbeing CQUIN is worth 0.75%, split into three parts:

National CQUIN	Indicator	Indicator weighting (% of CQUIN scheme available)	Value (£)
CQUIN 1a	Introduction of health and wellbeing initiatives (Two options only one to be selected)	33.3% of 0.75% (0.25%)	
CQUIN 1b	Healthy food for NHS staff, visitors and patients	33.3% of 0.75% (0.25%)	
CQUIN 1c	Improving the uptake of flu vaccinations for front line staff within Providers	33.3% of 0.75% (0.25%)	

Weightings for the 'healthy food for NHS staff, visitors and patients' element are laid out below:

Date/period milestone relates to	Rules for achievement of milestones (including evidence to be supplied to commissioner)	Date milestone to be reported	Milestone weighting (% of CQUIN scheme available)
Quarter 1	The collection of the 11 data points outlined in part b.) and the submission via unify	July 2016	20% of the indicator weighting for part b
Quarter 4	To be paid on delivering the four outcomes outlined in part a.)	March 31 2017	80% of the indicator weighting for part a

Rules for partial achievement of the four outcomes outlined in CQUIN 1b, part a:

Final indicator value for the partial achievement threshold	% of CQUIN scheme available for meeting final indicator value
0 out of 4 changes introduced	No payment
1 out of 4 changes introduced	25% payment of milestone weighting part a.)
2 out of 4 changes introduced	50% payment of milestone weighting part a.)
3 out of 4 changes introduced	75% payment of milestone weighting part a.)
All 4 changes introduced	100% payment of milestone weighting part a.)