Ardens LTC Recall System – FAQs

This FAQ document has been produced following the live Q&A session held on the 18th March 2022. To view the recording click here.

What is the difference between System A and System B?
System A is the original system, whereby all patients are recalled for all conditions by month-of-birth. Practices can then send a generic invitation message inviting the patient to contact the practice, to establish for what they need an appointment. System B is an enhanced version of the original system. The system looks at recalling patients by month-of-birth but will separate out those patients who are due a review only for a single condition. This will allow practices to send bespoke invitations for particular conditions. Once you have decided as a practice which system you would prefer to go with, we strongly advise deleting or removing the system folder you choose not to use, to save on any confusion. For further information on the Ardens LTC recall system, click here.
How do we send invitations to patients for the new financial year?
If you wish to start sending invitations early for the forthcoming financial year, when running the invitation searches you must ensure you set a relative run date for 1/4/22, this will trick the system in thinking it is the new financial year. Once invites have been sent, the coding will also need to be applied from the 1/4/22. For instructions on how to do this, see the following support article and watch the video for 'Sending Recall Invitations for the Forthcoming Financial Year'.
What is the available F12 protocol for the Reception Team and how do we add this?
We have provided a F12 protocol which identifies the conditions the patient is being invited in for, this is useful for the Reception Team at point of booking to establish which appointment is to be booked for the patient (following practice processes). The F12 protocol needs to be added for each individual user. To do this, press F12 on your keyboard within the EMIS system, this will launch the Protocol Launcher panel to the right-hand side of the screen. Right click on an associated letter or number, click Add, and search for and select the 'LTC Recall letter sent display' protocol. For step-by-step instuctions on how to do this, click here.
Do we need to apply another F12 protocol for the Reception Team for 2022/23?
Yes, for the next financial year (2022/23), each user will need to apply the 'LTC Recall letter sent display (2022-23)' protocol. See above for instructions.

How often do we need to apply the AF Excluder protocol and how?
The AF excluder allows practices to exclude Atrial Fibrillation from the LTC recall system, should the practice not routinely recall patients for AF. This means the patient will not be invited in for an AF review but will still be included in the main recall system if they have other conditions. The AF excluder needs to be applied each year. For further instructions on how to do this, see the following support article.

Does the recall system pick up Childhood Immunisations?
The Ardens LTC recall system is for long-term condition reviews only.

Are the Ardens Searches updated automatically or do we need to download the latest Ardens LTC Recall Searches?
We aim to update practices automatically every 10-12 weeks. For practices that wish to download any of our latest search files before this time, this can be done via the Ardens Portal (www.ardens.live/portal). For further instructions on how to download the search files, click here.

Which patients are excluded from the recall system?
The following groups of patients are not included in the main Ardens LTC recall searches: • Housebound • Care Home • EOL • Learning Disability • Dementia There are separate searches under the 2. Detailed Review Searches > 2.1 Vulnerable Patients search folder to manage these patients. The following conditions are also excluded but patients will still return in the main searches if they have other conditions: • CKD • Epilepsy • PAD

Which templates are best to use to capture long term condition reviews?
We recommend clinicians use the Ardens Multi-Morbidity templates to help manage patients that present with multiple conditions. Further information on how the Multi-Morbidity templates work can be accessed here.

How can we look ahead at the number of patients to be invited in for each month?
The 'Overview' searches, located in the '2. Detailed Review Searches' folder will allow practices to see ahead how many patients will be called in for each month. If running the searches during March, ensure you set a relative run date for the 1/4/22 to see the year ahead, setting a date parameter for the '1st Invitation Timeframe' for 'on' 'this' 'fiscal year (Apr-Mar)'. For further instructions on how to do this, see the following support article.

How can I identify patients sent two invites but have not responded?

The '4. Had 2nd recall > 1m ago but no annual review' search folder, located in the '1.10 Ardens LTC Recall System' search folder, contains searches to identify patients that have had two invites sent but have not responded.

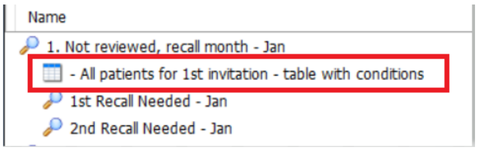
Please note – the QOF guidance states that a patient must have a minimum of two invitations within the proceeding 12 months recoded in their record. If the patient does not respond to the invitations, they will be automatically excepted from the indicator at the end of the financial year.

Can Ardens help to identify where staff have missed off the annual review completion code?

Yes, we have recently created data quality reports which highlights patients who may have had an annual review but are missing an 'annual review' code in their record. The searches can be located in the 1.10 Ardens LTC Recall System > 5. Data Quality: Check for review done + coded search folder.

Can the Overview searches be split down by conditions?

Unfortunately, we are unable to break the overview searches down by conditions due to the volume of searches in this search folder. Practices can choose to copy one of the 'patient of conditions reports' found in the invitations folder and paste this under each month.



We cover how to do this in the LTC Q+A session, click here to access.

If we are using System B, for single conditions, how can we see which patients to send a text, email, or letter to?

We have recently updated the sub reports to include a column for patients consenting to text and email. Practices can export this report to a CSV file and apply a filter to identify which patients to send text messages, emails or letters to. Please ensure you are on v6.7 an above of the LTC Recall System. Further information on exporting reports can be found here.

How do we manage patients born in Q4 (Jan-March), that may have waited a long time for their next review?

The '2.7 Q4 birthdays – best practice' search folder, located in the '2. Detailed Review Searches' folder identifies patients born in Q4 (Jan – Mar) that have been reviewed in either Q1 or Q2, should practices wish to decide when/whether to recall the patient again.

How can we keep track of QOF achievement using the Ardens resources?

Ardens Manager is a separate cloud-based reporting suite, which allows practices to view data in an easy readable dashboard. This includes the ability to upload QOF data to monitor achievement.

For further information on Ardens Manager, click here.

How do can we override the patient's month of birth, if they need to be recalled for a different month?
There maybe times where the practice may want to recall a patient on a month that is not their birth month. Practices can add a 'recall arranged' code to the patient record and enter which month the patient wishes to attend; this will override the patients birth month. Further information can be found here.
If patients registered after their birth month, how do you search for these patients?
The '2.8 Overview' searches located in the '2. Detailed Review Searches' folder can be used to pick up patients throughout the year that have not been recalled, this includes new patients joining the practice.
Could you send invitations to patients one month early to allow time to book appointment?
Practices can choose to send invitations when they wish. We recommend sending them a month early to allow time, it may be worth putting together a plan on when you will choose to send out the 1st and 2nd invites for each birth month throughout the year.
Do you know if practices are using the risk stratification searches to work with the Ardens LTC Recall searches?
The Ardens Risk Stratification searches and the Ardens LTC Recall System have not been designed to work together. The Ardens Risk Stratification searches can be used to prioritise certain high-risk conditions and will identify outstanding reviews or QOF indicators. This is based on the UCL guidance and is not by birth month.
We are university practice and have a large intake during September, what is the best way to manage this?
The Overview searches, located in the '2. Detailed Review Searches' folder will allow practices to plan ahead on when and how invitations will be sent for each birth month throughout the year. You may decide to split this month over several months when inviting.
What is the time frame for sending second invitations?
The QOF guidance states that invites are to be sent a minimum of 7 days apart. The Ardens 2nd invitation searches have been designed for practices to set their own time frame of when to send out the 2nd invitations, further information on how to set the date can be found in either the System A or System B online instructions.
Do you have step by step instructions on how to use the recall system?
Yes, please see the following support article, along with our pre-recorded webinar.

If you require further support, please email support-emis@ardens.org.uk. To discuss and book training for your practice, please contact training-emis@ardens.org.uk.