



Ardens National Contracts 2021/22 Webinar – FAQ

To access the recording of the webinar held on the 17th November 21, please click [here](#).

Network Contact DES – IIF

Is the value of the IIF point subject to prevalence, similar to QOF?
Certain indicators are but not all. Please see the guidance here for more details.
We are not seeing the latest IIF searches; how do we get this?
The latest Ardens Searches can be downloaded from the Ardens Portal. Access www.ardens.live/portal , the search file to download for IIF is '5.3 Ardens National Contract Reports'. Further instructions on how to download can be found here .
What are the correct codes to be using for the Personalised Support Care Plan (PSCP)?
The codes to be counted towards achievement are 'Personalised Care and Support Plan agreed' or 'Review of Personalised Care and Support Plan'. Both codes are available to record in the Ardens 'Care Home Review' template, along with data fields to record the care plan for the patient.
How do we code the weekly care home meeting?
You can use the 'ward round' code within the Care Home template to give you an indication of activity BUT this data is not extracted from coded data in the record, but rather from appointment data. It will pick up slot types mapped to the national slot type of 'Patient contact as part of weekly care home round' and with a status of 'attended', 'booked' or 'did not attend'.
Why is CVD-03 and CVD-04 missing from the Ardens searches?
These indicators form part of Phase 3, which does not start until April 2022.
Why does some of the figures for the CVD register not seem correct? One of our practices is a ex-Vision site?
Please contact our support team and we can look at this as it is all dependant on coding (support-emis@ardens.org.uk).
Can we exempt anyone from the CVD-01 due to age for example?
No, this is not one of the 'Personalised Care Adjustments' available.
Is there a new Care Home Review template containing the IIF changes?
Yes, the Ardens 'Care Home Review' template includes the requirements needed for the IIF. We have recently updated the template (v15.5) with a Network DES page, to summarise the requirements. If you are a Resource Publisher site, the updated template will be available on your system.
It appears the Ardens CVD searches identifies patients with a BP over 140 or 90, is this correct?
Yes, that is correct.
It appears the Ardens CVD searches do not include all codes? e.g., raised BP with no diagnosis of Hypertension.
This is not an option within the indicator as we understand it.
Are there a list of codes you use in your searches?

We do not produce a list but we have followed the business rules, the codes for which can be found here and in the Primary Care Domain Refsets online Power BI here .
We are trying to download the '5.3 Ardens National Contract Reports' but we are getting a message that this is harmful to the device to continue?
It is safe to continue with the download. Click on the settings icon (3 dots) and select the 'Keep option' to continue downloading the file.
Do we have to find a work around regarding the care home visits, i.e., putting patients into dedicated slot types?
The guidance states: 'Number of appointments on or after 1 October with a slot type mapped to the "Patient contact as part of weekly care home round" appointment category and with Status of "Attended", "Booked" or "Did Not Attend"'
Please can you advise what is the correct slot type on EMIS we should be using for the ward round?
The slot type is to be mapped to the "Patient contact as part of weekly care home round" appointment category.
Does health action plan declined count towards IIF?
Yes, there is an option to decline a health check, the coding can be recorded via the Ardens Learning Disability template
There is an awful lot of information in the Ardens templates compared to EMIS templates and WE find this off putting. Assuming it is all necessary, how can we 'sell' the benefits to the clinical team, who hate tick box medicine?
The Ardens templates have been designed to access as and when information is required. The templates have NOT been designed to complete all pages in one go.
In our area we have been asked to code 2011 census codes, but both 2001 and 2011 census codes count in the business rules. What is your take on this? Should we be changing over the latest 2011 census codes?
As both are valid ethnicity codes, I would not worry about this.
Where is the documentation about LD Health Action Plan declined counts - I could not find this in DES documentation?
Page 15 of the IIF guidance lists decline as a 'personalised care adjustment'.
How many patients must have appointments for the ward rounds each week?
The guidance states: Mean of 3 patient contacts per care home resident over 6 months (LT) Mean of 4 patient contacts per care home resident over 6 months (UT)
Does a flu vaccination text SMS invitation count as a letter?
Yes, it does

Please see the following useful links for Network Contract DES:

[NHS England IIF guidance](#)

[Ardens Comms for IIF](#)

[Ardens Resources to Support Network Contract DES](#)

QOF

When completing chronic disease reviews, we have to go into several template as patients often have multiple co-morbidities, is it possible to have a combined template?
The Ardens Multi-Morbidity templates have been designed to manage patients with more than one condition. For further information, please see the following support article .
We are using Ardens for childhood immunisations, but there seems to be a coding issue around MMR / preschool as on EMIS QOF it comes out very low take up?
The Ardens Vaccination and Immunisation Data Quality Searches supports practices with identifying incorrect coding for immunisations. Further information can be found in the following support article .
Do we need to replace incorrect codes with the new codes?
I would ask a clinician to be certain, but I would replace them as otherwise it looks as though the patient has had more immunisations than they have had.
Can you exempt patients for Childhood Immunisations (including patients that have had imms abroad)?
There is no option to exempt patients from this domain, except for patients that are recorded as contraindicated.
Does Ardens have a template with the correct vaccine codes that we can use to make sure future codes are coded correctly?
Yes, please encourage practice staff to use the Ardens 'Childhood Immunisation' template and the Ardens 'Adult Immunisation' template.
How can I check how much I am getting per QOF point currently?
The following website is a useful indication – it shows national prevalence. You can use that and your list and register size in the calculation shown here .
What is the wrong code that is triggering EMIS to incorrectly display in the VI003 warning in the pink alert box?
It is not a wrong code, but a code that is missing from the EMIS concept which lies behind the pink box in this case, causing the alert to fire inappropriately. EMIS will confirm that code as I cannot remember.
What does the Ardens Case Finder searches do?
The Ardens Case Finder Searches identifies patients missing from the practice disease registers. This could be due to incorrect coding or missing code. Further information can be found in the following support article .
Can you summarise all QOF search folders and what are to be used for? i.e., case finder for prevalence.
<ul style="list-style-type: none">• 5.0 Ardens Case Finder Searches – to increase practice prevalence.• 1.3 Ardens Admin Searches > QOF Related Searches > QOF Vaccination and Imms – to monitor eligible patients for vaccinations and Imms this financial year, along with data quality searches to correct coding errors.• 2.2 Ardens Time Sensitive Searches – to target QOF indicators to be completed in certain timeframe.• 5.2 Ardens QOF Reports – uploading reports to the Ardens Manager Dashboard.
Do the 2 recalls have to be by letter for QOF?
No, they can be by which ever means is appropriate.
How can we achieve the Asthma 006 if we cannot do spirometry?
You can code that 'spirometry unavailable' – the code which is acceptable is available in our Asthma template and Multi Morbidity template.

Can the PCN have their own access see the QOF dashboard?
Please contact support@ardensmanager.com who will be able to advise on PCN level views of the Dashboard.
How do we get login to the Ardens Dashboard?
Please sign-up using the following link - Sign Up – Ardens Manager
Do Ardens do any training on Ardens Manager?
Please see the following support articles .
Do we have to actively upload information into the dashboard?
Yes, please see following support articles for uploading information.

Please see the following useful links for QOF:

[Primary Care Domain - Reference Sets](#)

[ES Business Rules 2021-22](#)

[Ardens Case Finder Searches](#)

[Ardens Time Sensitive Searches](#)

[Ardens QOF Vaccination and Imms Searches – Data Quality](#)

[Ardens Multi-Morbidity Templates](#)

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.