

THE SERVICE

Ardens Manager is a cloud-based analytics tool used by over 3,000 GP Practices and 800 groups (including PCNs, ICBs, and Local Authorities) to enable large scale data-driven-decision, based on up-to-date, accurate and trustworthy data.

It includes the following modules:

- Service Dashboards: Best practice dashboards on various areas of primary care such as long-term conditions, vaccinations and prescribing
- National Contracts: Dashboards for the Network Contract DES, QOF, SMI Health Checks, NHS Health Checks, and other National Enhanced Services
- Local Contracts: Managing the complexities of delivering Locally Commissioned Services at ICB and Place level it acts as one platform to bridge the gap between CBs, PCs, and GP practices allowing local contracts to effectively and efficiently drive best practice
- Public Health: Designed to support data-driven commissioning of Local Authority Public Health services. These dashboards monitor clinical activity and payment-linked outcomes for Public Health Services

Benefits

Enable data driven insights

Ardens dashboards provide data trends and analysis which can be monitored at scale (e.g. ICB and national level). This can inform clinical decision making, practice management and quality improvement.

Save time

Data analysis including running reports within SystmOne and EMIS Web can often be extremely time consuming and inaccurate. Ardens Manager removes the administrative burden of running reports and putting together dashboards so that the NHS workforce can focus on delivering excellent care to patients.

Commissioners are also supported with delivering a more efficient local contract process including contract signing, reporting, data submissions and monitoring payments.

Increase contractual income

Ardens Manager assists GP Practices and PCNs with delivering and monitoring both local and national contract requirements. Organisations can better manage achievement of incentivised targets and self-declarations resulting in higher income.

**Improve
patient safety**

Ardens Manager dashboards highlight patient safety alerts (e.g. medication errors or drug contraindications) or missed diagnosis.

Combined with in built patient identification tools to action any issues, this ultimately leads to quicker interventions and identification of patients who should have clinically coded diagnosis.

**Benchmark
performance**

Areas for improvement can be identified through Ardens Manager benchmarking functionality. Primary Care Networks (PCNs) or groups of GP practices can also use this function to effectively allocate resources and incentivise care.

**Workforce
planning**

Activities can be monitored by role, allowing for better workforce planning. This data can also be used to facilitate appraisals, enable better rota planning and identify areas where there are skill gaps.

**Demand
management**

Ardens Manager facilitates better demand management by monitoring upcoming appointments and predicting demand for routine care, such as health checks and annual checks on long-term conditions. In addition, the service can help to map and predict peaks in the demand for unscheduled care.

General Functionality

Data extraction

Data is extracted from SystmOne or EMIS Web and uploaded onto Ardens Manager without any manual input from GP Practices via strategic reporting (IMI), SystmOne reporting units or EMIS Web enterprise search & reporting units.

Benchmark

Data is displayed at GP Practice, PCN, Place or ICB level on the Ardens Manager dashboards. Aggregated reports can then be broken down by organisation or group to compare activity for a single report or overall contract performance.

Trends

Monitor activity easily over time at GP Practice level or at scale using trend charts. Trajectory targets can be set against reports to keep track of progression over time and ensure activity is distributed over the year and not left until the end of financial year rush.

Ardens Manager National Averages enable users to evaluate whether their GP Practice, PCN or ICB is achieving above or below average performance for any dashboard indicator including QOF & IIF).

Assign reports

Assign reports to users on Ardens Manager to ensure accountability for each report. This will create a personalised to do list for each user to monitor and action.

Rules

Interactive business rules are provided for each report on the dashboards to provide information on the search parameters, SNOMED codes and groups used. These ensure understanding and transparency between Ardens and users as to why patients or activity is pulled through for each report.

Organisational activity

Submit and store any quality improvement project work alongside specific dashboards. Providers can also check-off any required self-declaration work needed.

Patient reidentification

Ardens Manager allows patients that require an action – for example to be called in for screening - to be identified from within the system.

Ardens Clinical templates also contain the same codes as the reports on Ardens Manager, resulting in high-quality data entered

into the clinical systems and high-quality, accurate analytics on the Ardens Manager dashboards.

Report breakdown

Breakdown any report on Ardens Manager to view further information on the patients and activity. Additional metadata includes patient demographics (such as ages, ethnicities and deprivation scores), staff activity and timeline of events to identify and predict demand. Users can also identify which specific codes have been entered for each report.

Managing capacity and demand

Ardens Manager demand tools allow practices to anticipate future demands, by analysing upcoming appointments, scheduled reviews and previous trends in unscheduled care. This data can then be used to ensure the needs of patients can be met.

Service Dashboards

Organisations can use the Ardens Manager Service dashboards to assist with general monitoring of Primary Care data or for a specific project. Reports within the services module are all categorised into report types:

Overview	View and benchmark registers to keep on top of prevalence, scores and encounters
Safety alerts	Identify prescribing and disease-specific patient safety alerts for simplified risk management and assign tasks to individuals to ensure work is completed
Case finders	Identify patients who are not coded correctly to ensure they are on the correct diseases register so that they are subsequently reviewed and managed correctly. In built identification tools make it quick and easy to action relevant cases
Performance indicators	Track performance over time, benchmark your practice and set targets to drive and sustain high-level care

The service dashboards cover the following areas:

- Alerts
- Appointments
- Conditions
- Health checks
- Investigations
- Lifestyle
- Prescribing
- Procedures
- Records
- Referrals
- Registrations
- Safeguarding
- Team activity
- Vaccinations
- National data sets

National Contract Dashboards

QOF

The QOF dashboard enables practices to prioritise and monitor QOF activity in both patient, points and financial context.

Indicator calculations factor in each practice capitation and disease prevalence to generate accurate payment figures. QOF case finders also help clinicians to identify potential missing cases and corresponding missed income.

Network contract DES

Monitor activity for all the areas of the Network Contract DES (NCD) including IIF at GP Practice, PCN and ICB level. PCNs can also keep track of any additional service requirements with evidence submission checklists and self declarations.

The NCD dashboard also includes a payment ready reckoner as well as a capacity access area covering reporting on patient experience access and demand and appointment recording.

SMI health checks

The SMI health check contract allows practices and ICBs to monitor and benchmark quarterly SMI activity, covering physical health checks, interventions and screenings.

NHS health checks

ICBs, Groups and Practices can monitor their NHS Health Check activity including health checks done (by age, ethnicity and gender), interventions and LTC performance.

Local Contract Management

Ardens Manager can be used to streamline locally commissioned service processes, enabling commissioners to focus on prioritising care and services to improve the health of their local population.

Combined with Ardens Plus or Pro in SystmOne or EMIS Web, Ardens Manager can provide a unique end-to-end solution starting with drafting locally commissioned services, through submissions and payment.

Draft and review

Work collaboratively with colleagues to draft specifications complete with version history. Specify submission frequency and payment mechanism. Select the indicators you wish to monitor from the comprehensive library of reports. Commissioners can also predict performance and expenditure using historic practice data.

Submit your contract to the review stage so providers can ask questions about services they are being asked to provide and avoid multiple back-and-forth emails

Sign

Replace printing and scanning with electronic signatures in line with your contract. Contract providers can also choose to opt in and out of services here

Submit, monitor and approve

Practices can seamlessly upload and submit their data onto Ardens Manager enabling them to monitor and visualise their performance. Providers can assign reports to staff members and ensure that work gets done.

Commissioners can monitor aggregated data and also benchmark provider activity throughout the duration of the contract.

Upload and evidence can be submitted to the Commissioner for approval once approved. Both the Commissioner and Providers can monitor when the payment has been made and reconciled.

Public Health Dashboards

Ardens Manager Public Health Dashboards support Local Authority commissioners with near real-time, accurate insights into the delivery of Public Health commissioned services by GP Practices. These dashboards enable informed commissioning, centralised visibility of activity, and outcome tracking.

Key features include:

- Dashboards for NHS Health Checks, Smoking Cessation, Substance Misuse, Sexual Health, Homeless Services, LARC, Procedures, and other Public Health commissioned services.
- View coded activity at GP Practice, PCN, or Local Authority level
- Benchmarking by practice or PCN group
- Payment view with tariff calculations based on coded activity
- GP Practice and Commissioner visibility of financial summaries
- Demographic and deprivation filtering
- Export of activity data for use in external finance or reporting systems
- Optional customisation to align with local reporting cycles and formats

LEVELS OF DATA BACKUP AND RESTORE, AND DISASTER RECOVERY

Ardens Manager is hosted by Amazon Web Services (AWS). This ensures regular and secure remote backing up of Ardens Manager every 24 hours, and a strong service level agreement in place to protect the integrity of customers data. In the unlikely event of data loss, a previous version of Ardens Manager can be restored within as little as 3 hours, minimising disruption.

ONBOARDING SUPPORT

For the standard Ardens Manager package, Ardens' dedicated Account Management team will liaise with the customer and use a set of email templates for all stages of the onboarding process, outlining the protocols to follow to ensure a smooth transition period. This includes signature of terms and conditions and a data sharing agreement. As Ardens Manager is an additional module for existing Ardens customers, onboarding to Ardens Manager is swift and simple, accessing the module through a supported browser such as Google Chrome.

The contract is managed through a portal, and the key customer contact will be responsible for any forms that are submitted through the portal and for reporting any issues to Ardens.

As part of the initial setup package, free training is provided to support customers and to maximise the understanding of the data that is available. Training will be tailored to the customer's specific systems, data needs, most used templates and customer type (e.g. ICS, GP practice or GP Federation) to ensure the customer's full understanding, confidence and ease of use on deployment. Training can be tailored to Locality, PCN, ICS, User Group or Practice requirements, and will be conducted live.

Users can visit the support page on the website to access resources for further assistance such as:

- Frequently asked questions
- Telephone Support Desk for specific queries
- Webinars
- Guides
- Training videos
- Online forums and Facebook group chats.

OFFBOARDING SUPPORT

At the end of a contract, the customer is offered a subscription renewal for their Ardens package, including Ardens Manager. There are two types of offboarding that may occur:

- A downgrade from the Ardens Manager module only – access is simply through a supported browser, therefore no data extraction is required
- Full termination of the customer's Ardens account – if the contract is ended without renewal, the customer and all 3rd party users (e.g. GP practices) will lose access to the Ardens Manager, templates and functionality.

If a customer does not want to continue with Ardens Manager, they must request to shut down the account, and can select whether data is removed immediately or after 2 years, in line with Ardens' data sharing policy and offboarding procedure.

IMPLEMENTATION PLAN

Implementation for Ardens Manager is straightforward, as existing Ardens customers will already have been seamlessly guided by Ardens' tried and tested implementation and management policy and procedures to ensure that their Ardens package fully meets their needs.

Ardens Manager requires only an internet connection to be added to the customer's suite of Ardens tools. Thorough implementation ensures a successful clinical setting rollout into post-implementation support and updates, and Ardens' expert post-implementation Support Team is available 09:00-17:00 to answer queries and ensure that the customer is fully supported.

Out of hours and urgent support routes are available and contact details are given to the customer at initial setup.

PRICING OVERVIEW

Founded and run by GPs, Ardens understand the financial pressures that the NHS healthcare services face and have structured pricing to ensure that the service is affordable and meets customers' needs.

Ardens Manager National Dashboards

This package has a one off set-up cost per practice, and an annual fee per patient.

Ardens Manager Local Contracts Dashboards

This package has a one off set-up fee per practice, and an annual per patient fee

Data extraction costs do not apply, as all data remains within the customer's chosen patient administration system.

To provide ever-increasing value for money for customers, Ardens is continually developed and regular updates released, offering greater features whilst refining existing features to provide additional benefits for users, free of charge.

SERVICE CONSTRAINTS

In order to use Ardens Manager, the organisation must be an Ardens Clinical subscriber.

Ardens Manager is accessed through a supported browser, this includes Google Chrome (recommended), Firefox, Edge and Safari.

SERVICE LEVELS

Ardens have developed key service delivery indicators that demonstrate the structured process to monitoring service performance which ensures that customers receive high quality support from the Support Team. Setting internal and external expectations enables Ardens to maintain excellent customer relationships by outlining timelines which all parties are familiar with.

Availability

Ardens Manager has uptime of over 99.98% over the last 12 months.

Support Hours

Ardens' expert, dedicated telephone Support Team is available 09:00-17:00 to answer queries and ensure that the customer is fully supported. Outside of these hours, users can request additional training or visit the support page on the website for further assistance.

SERVICE LEVEL BREACH

In the very unlikely event that Ardens Manager is in breach of a service level agreement with a particular customer, Ardens will investigate root cause and mutually agree the course of action on an individual basis.

ORDERING/INVOICING

Upon receipt of order by Ardens, an email will be issued to the customer which includes:

- Order confirmation
- Package details
- Payment amount

The named Ardens Account Manager follows up this email by phone, to discuss customer-specific requirements such as customisation. This allows the team to establish the best solution to maximise functionality of Ardens Manager for the customer.

The Account Manager will be responsible for answering any initial queries and training coordination and will ensure the customer is supported through a seamless installation and implementation.

TERMINATION

Ardens' current renewal rate is 99.8%. In the unlikely event of termination, the team will offboard Ardens Manager at the time of the customer's choosing.

AFTER SALES SUPPORT

In addition to a named Account Manager for each customer, Ardens offer an excellent, well-trained Support Desk team who deliver swift, helpful answers to all customer queries via email and telephone.

They operate between 09:00-17:00 on weekdays, logging all queries and categorising the requirements according to need and urgency.

All customers have access to:

- Webinars
- User guides
- Online forums and Facebook group chats discussing Ardens Manager
- Email support
- The Support Desk
- The post-implementation Support Team.

TECHNICAL REQUIREMENTS

For Ardens Manager, the only technical requirements are a computer with an internet connection that runs a supported browser.