

## THE SERVICE

Ardens is a Clinical Decision Support tool add-on for SystmOne and EMIS Web, which was built by, and designed for clinicians, based on best practice and clinically evidenced principles. It includes a set of integrated templates which guide clinicians algorithmically through their consultation, offering safety alerts, reminders and appropriate prompts. Along with regular updates to continually enhance the service, templates can be fully customised to each user and their unique needs. Ardens is used by thousands of organisations across the country and is supported by over 95 specialist staff.

The innovative tool provides a range of benefits for its users:

- Gives clinicians easy access to the latest evidence-based resources
- Promotes best practice, medicines management and patient safety
- Improves efficiency, maximises savings and frees up valuable resources
- Ensures consistent localised standardised care is provided with supporting clinical pathways
- Assists contract management and accurate service evaluation
- Provides solutions for referral capacity and demand management
- Supports in upskilling staff including Healthcare Assistants and Nurses.

Ardens provides three packages, Starter, Plus and Pro - with an additional option of Ardens Manager.

### **Ardens Starter**

Ardens Starter is a clinical decision support tool that provides clinical and data quality resources for primary care in England.

Ardens Starter gives users access to:

- Consultation templates and care plan templates
- Diaries, scores and screening templates
- Diagnostic and referral criteria
- Procedure templates and consent forms
- Formularies and drug monitoring templates
- Clinical Pathways
- Quality Outcomes Framework (QOF) templates and National Enhanced Services templates

## **Ardens Plus**

Ardens Plus is a clinical decision support tool that provides clinical and data quality resources for primary care in England. The service is based on national guidance and best practice, and aims to help users save time, maximise income, and improve clinical safety.

In addition to everything in Ardens Starter, Ardens Plus includes:

- End of life prescribing and drug chart
- Lifestyle referral forms
- Referral safety nets
- Mental wellbeing referral forms
- Resuscitation forms
- LCS module to manage LCS (enhanced services) requirements, including LCS Essentials dashboards on Ardens Manager.

## **Ardens Pro**

Ardens Pro is a clinical decision support tool that provides clinical and data quality resources for primary care in England, with full localisation for maximum value. In addition to everything in Ardens Plus, Ardens Pro includes:

- Local referral forms including USCR referrals
- Localised formularies
- Integrated, local clinical pathways and guidelines
- Prior approval forms.

## **LEVELS OF DATA BACKUP AND RESTORE, AND DISASTER RECOVERY**

All Ardens Template resources are backed up to OneDrive monthly, to a specific location in SharePoint.

A log of all back-up activity is maintained in Ardens' online database. Monthly back-up responsibilities are held by the Support Team and led by the Support Team Lead.

In instances where recovery and publishing is required, a set of Recovery Time Objectives based on current configurations and operations is maintained, to support quick resolution and minimise disruption:

- Word Letter Templates – within 8 hours

## **SERVICE DEFINITION**

---

- Key Templates/Reports/Alerts – within 8 hours
- Views – within 2 hours
- Auto-consultations – within 6 hours
- Protocols – within 1 hour
- Questionnaires – within 1 hour
- Address book – within 1 hour

Recovery plan responsibilities are held by the Board, via a set escalation. For all products and services, the Support Team Leader is the first line of recovery escalation. Following this, the Head of Support, Commercial Director and final line being the Ardens CEO.

Business continuity and disaster recovery safeguards are an integral part of the service.

These plans include planned maintenance to the SystemOne and EMIS Web platforms, restricting the ability to install, update and implement Ardens temporarily. Through proactive scheduling, Ardens will ensure users are supported prior to and after any maintenance window to maximise user satisfaction and experience and reduce service downtime.

Should the client request it, Ardens will ensure that these business continuity and disaster recovery plans are dovetailed with theirs.

## **ONBOARDING SUPPORT**

Following purchase, Ardens' Account Manager 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.

Once the customer key contact has been established, the contract is managed through a portal. This individual will be responsible for any forms that are submitted through the portal and reporting any issues to Ardens.

As part of the Ardens initial setup package, free training is provided to support the deployment of new templates. These will be tailored to the customer's specific systems, most used templates and customer type (e.g. Integrated Care System (ICB), GP Federation, PCN or GP practice) to ensure the customer's full understanding, confidence and ease of use on deployment. Training can be tailored to Locality, Primary Care Network (PCN), ICB, User Group or Practice requirements. Training can also be delivered for more specific topics such as

Medicines Management. Additional training sessions can be provided at no extra cost.

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

- Frequently asked questions
- A contact form and Support Desk (08:30 – 17:00 Monday – Friday) for specific queries
- News and updates
- 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. If the contract is ended without renewal, the customer and all 3rd party users (e.g. GP practices) will lose access to Ardens Templates, Manager and functionality.

The offboarding process is simple. The product is an add-on product to the SystemOne and EMIS patient administration systems, and any data viewed within the Ardens product remains within those systems.

For this reason, no data extraction is required post-contract.

## **IMPLEMENTATION PLAN**

The straightforward Ardens planning process is collaborative to ensure that the customer's needs are fully explored and reflected in the finished solution. Initially, Ardens establish if a customer is using SystemOne or EMIS, as this will determine the required implementation team mix.

To ensure a seamless process, Ardens are guided by tried and tested implementation and management policy and procedures. These clearly describe each stage of the process, from order through to successful clinical setting rollout into post-implementation support and updates.

Support can be provided at individual practice and group levels by dedicated SystemOne and EMIS teams, covering a variety of areas such as implementation, design, installation, troubleshooting and training. Ardens' expert post-implementation Support Team is available 08:30-17:00 (Monday – Friday) to answer queries and ensure that the customer is fully supported.

Out of hours and urgent support routes will be communicated via the named Account Manager as part of the sales process.

### **SystemOne Setup**

- Ardens will send the GP practice two tasks on SystemOne.
- Once these tasks are actioned, a 20-minute procedure will follow where setup will be finalised.

### **EMIS Web Setup**

- The setup process for EMIS Web depends upon if the practices use Resource Publisher.
- Once initial contact has been made, further setup information will be provided.

### **National Templates**

Ardens will supply these categories of templates based on national guidelines:

- Consultations & Care Plans
- Diaries, Scores & Screening
- Diagnostic & Referral Criteria
- Procedures & Consent Forms
- Formularies & Drug Monitoring
- Clinical Pathways
- QOF & National Enhanced Services.

### **Local Enhanced Services**

Where local formularies differ from national guidelines, Ardens will then localise the formulary templates to reflect this, subject to clinical governance.

Ardens will provide templates for any local enhanced services or GP service level agreements and contracts agreed between the ICB and GP Practices.

### **Local Referrals**

Ardens will provide a comprehensive database to local services and referral forms. Local services will include hospital, community and mental health services. Referrals will include urgent 2 week wait referrals, routine referrals and prior approval referrals.

## **Reports**

Ardens will provide reporting data for the ICB, and will build but will not run reports. Ardens will provide a training session to assist the ICB to run and provide their own reports on clinical activity.

Please see the support page on the website for further details on the set-up process for each system which includes step-by-step instructions.

## **PRICING OVERVIEW**

As GPs ourselves, the Ardens team 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 offer a Starter, Plus and Pro Package, charged on a per patient, per year basis, plus a one-off set-up fee. When coupled with Ardens Manager, Ardens is the only single end-to-end solution and is more cost effective than any other combination of products on the market.

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 continually develop the service and release regular updates, offering greater features whilst refining existing features to provide additional benefits for users, free of charge.

## **SERVICE CONSTRAINTS**

Each template, report and dashboard is subject to an annual cyclical review and maintenance cycle. The majority of templates, reports, dashboards and notes are standardised for clinical consistency and patient safety. However, customers such as ICBs may require regional customisation. Ardens' collaborative planning process ensures that any such regional requirements are incorporated in the finished solution.

For example, Ardens created a customised solution for a client who had a lot of work focused on medicines management. The team had a collaborative discussion and established that they required templates that adhere to NICE guidelines while reflecting deals made with pharmaceutical companies within the formulary.

Ardens further worked closely with a group of commissioners to examine Directed Enhanced Service and Local Enhanced Service payments for a specific locality. After collaborative discussion, it was determined that a more specific solution was

## **SERVICE DEFINITION**

---

required. Therefore, templates were created that were tailored to local requirements for particularly prevalent conditions that supported GPs and practice staff to improve clinical outcomes of patients with those conditions.

Planned maintenance to the SystmOne and EMIS Web platforms will occasionally restrict the ability to install, update and implement Ardens temporarily. Through proactive scheduling, Ardens will ensure that users are supported before and after any SystmOne or EMIS maintenance to maximise user satisfaction and experience and reduce service downtime.

For Ardens-led periods of planned maintenance, which are scheduled outside of core hours, the team will communicate with customers informing them of the maintenance period and how Ardens can support them in these time-limited windows.

## **SERVICE LEVELS**

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

These indicators include:

- Serious incidents such as practices not being able to access Ardens – acknowledged within 4 hours of occurrence and resolved within 2 working days
- Complaints such as a complaint about training quality – acknowledged within 3 days of receipt and response within 20 working days
- Urgent updates and issues such as incorrect details on the referral form – delivered within 5 working days of request
- Non-urgent updates and issues such as adding a new local referral form – delivered within 20 working days of request.

Practice status reports can be accessed as a live feed via a secure portal.

### **Availability**

The Templates aspect of the service is hosted locally on each practice's SystmOne or EMIS Web instance, and so has 100% uptime whilst those systems are online.

## **Support Hours**

Ardens' expert, dedicated, post-implementation Support Team is available 08:30-17:00 (Monday-Friday) to answer queries and ensure that the customer is fully supported.

The team also provide on-call phone support to those customers who are using Ardens in extended and out of hours services, recognising that patient care is required beyond traditional core hours.

For calls outside of these hours the phone lines are diverted to voicemail. Support desks are managed by a Team Leader who is responsible for ensuring the service desk is sufficiently manned during working hours. Support queries are triaged by type of query and urgency, which are then escalated to the relevant support channels based upon this triage process.

Outside of these hours, users can request additional training or visit the support page on the website for further assistance.

Any issue that has the potential to affect patient safety will be fast-tracked for urgent resolution as a matter of priority.

## **SERVICE LEVEL BREACH**

In the very unlikely event that Ardens is in breach of a service level agreement with a particular customer, root causes will be investigated, and a course of action agreed upon.

This includes compensation events.

## **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 and agree optimal implementation steps and the best solution to maximise functionality 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**

The user may terminate the contract at any stage of the process by contacting their named Account Manager to discuss next steps. Ardens do not offer any refunds on payments that have already been made.

The contract will terminate immediately upon:

- Termination of any prevailing separate agreement
- Any material change to the role or responsibilities of the user, including the reorganisation or amalgamation into a different corporate structure
- Notice in writing by either party in the event of a material breach by either party.

Upon termination of the contract:

- The licence will terminate
- All obligations owed by either party under the agreement will cease.

## **AFTER SALES SUPPORT**

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

They operate between 08:30-17:30 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
- Email support
- The Support Desk
- The post-implementation Support Team.

On-call phone support is available to customers using Ardens in extended and out of hours services.

## **SERVICE DEFINITION**

---

As Ardens templates are fully integrated into EMIS and SystmOne, the Support Desk often fields queries relating to issues with these systems. Where appropriate, staff will offer support with these issues, or signpost the customer to the appropriate helpdesk at EMIS or SystmOne. Ardens' teams are experts in their use and so can help resolve more general issues, removing the need for customers to contact TPP and EMIS directly.

## **TECHNICAL REQUIREMENTS**

For the Templates functionality users are required to have access to SystmOne and/or EMIS Web via HSCN.

Ardens want these tools to be widely accessible to the healthcare sector, and for this reason technical constraints are minimised as far as practicable.