

THE SERVICE

Ardens Manager is a cloud-based analytics and intelligence platform used by over 3,000 GP Practices and 800 organisations (including PCNs, ICBs and Local Authorities). It provides near real-time, accurate and intuitive dashboards to support large-scale, data-driven decision-making across primary care.

Designed to complement the Ardens clinical templates within SystmOne and EMIS Web, Ardens Manager creates an end-to-end ecosystem - supporting clinical activity coding, analytics, contract management, public health insight and workforce planning.

Ardens Manager Packages:

- **National Content** - This package provides best-practice dashboards across core areas of primary care and nationally commissioned services. This includes long-term conditions, prescribing, safeguarding, registrations, appointments and vaccinations, alongside QOF, Network Contract DES (including IIF), SMI Health Checks, NHS Health Checks and other national programmes.
- **Local Contracts** - A platform for commissioning and delivering Locally Commissioned Services (LCS), covering drafting, sign-off, submissions, monitoring and payments.
- **Public Health** - Designed for Local Authorities to monitor and commission Public Health services including smoking cessation, substance misuse, LARC, sexual health and more.
- **Patient** – Digital access, triage, automated recall and communication tools to support modern general practice access models

FUNCTIONALITY

Shared functionality across all modules includes:

- **Automated Data Extraction**
Data is extracted automatically from SystmOne and EMIS Web via approved reporting routes.
- **Aligned Clinical Coding**
Ardens Clinical templates and Ardens Manager dashboards use the same SNOMED codes and logic, ensuring consistency between recorded activity and reporting.

SERVICE DEFINITION

- **Aggregation and Benchmarking**
Data is available at Practice, PCN, Place and ICB level, with comparative benchmarking.
- **Trend Tracking**
Activity can be monitored over time using trend and trajectory views.
- **Task Assignment**
Reports and indicators can be assigned to users to support accountability.
- **Rules Transparency**
All dashboards include visible business rules and inclusion criteria.
- **Patient Identification**
Patients requiring action can be identified for recall, follow-up or review.
- **Patient View**
A consolidated patient-level view covering clinical indicators, access activity, recalls and communications.
- **Capacity and Demand Analysis**
Tools to analyse appointments, triage and recall activity to support access planning.
- **Geographical Mapping**
Mapping of activity and uptake to support population health analysis.

NATIONAL CONTENT

National Content dashboards support near real-time monitoring and benchmarking of primary care activity and national services.

National Service Dashboards Include:

- Long-term conditions and disease registers
- Prescribing and medicines safety
- Safeguarding and vulnerable groups
- Appointments, access and activity recording
- Vaccinations and immunisations
- Registrations and risk stratification
- Referrals and investigations

National Contract Dashboards Include:

- Quality and Outcomes Framework (QOF)
- Network Contract DES, including IIF
- SMI Health Checks
- Other national programmes and enhanced services

LOCAL CONTRACTS

The Local Contracts module automates delivery and management of Locally Commissioned Services (LCS).

Key Capabilities

- Contract specification, including eligibility, indicators and payment rules
- Automated identification of eligible activity using standardised coding
- Near real-time monitoring of claim-ready activity
- Dashboard-based claim submission with evidence upload
- Commissioner review, approval and audit trail
- Payment tracking and reconciliation
- Patient identification to support proactive recall and uptake

This replaces spreadsheets and manual reporting with a single workflow.

PUBLIC HEALTH DASHBOARDS

Public Health Dashboards support Local Authority commissioning with near real-time visibility of activity and outcomes.

Features include:

- Practice, PCN and Local Authority level views
- Benchmarking and demographic filtering
- Payment calculations and financial summaries
- Data export for external reporting

PATIENT ACCESS MODULE

The Patient Access module supports digital access and communication.

- Digital appointment requests
- Online clinical and administrative triage
- Digital questionnaires
- Automated recall and outreach
- Reporting on NHS App, SMS and email usage

USAGE-BASED ADD-ONS

Optional usage-based add-ons for SMS are available to enhance communication and flexibility. These are charged on a pay-as-you-go basis.

NHS App messaging and email communications are free of charge and available with unlimited usage through any Ardens Manager licence.

DATA SECURITY, BACKUP AND DISASTER RECOVERY

Ardens Manager is hosted on Amazon Web Services (AWS), providing secure daily backups and rapid restore capability to minimise disruption.

Recovery Time Objectives are maintained to support timely restoration of key resources, including templates, questionnaires, protocols and views. Escalation and recovery responsibilities are held via a defined chain from the Support Team Leader through to the Ardens Board and CEO.

Business continuity and disaster recovery safeguards are integral to the service. Planned maintenance to SystmOne and EMIS Web platforms may temporarily restrict data extraction. Ardens proactively supports customers before and after maintenance windows and will align continuity plans with customer requirements where requested.

SERVICE DEFINITION

ONBOARDING AND TRAINING

Following purchase, a named Ardens Account Manager will coordinate onboarding using a structured set of communications to ensure a smooth transition. This includes agreement of terms and conditions and confirmation of key contacts.

The contract is managed through a secure portal. The nominated customer contact is responsible for submitting required forms and reporting issues to Ardens.

As part of initial setup, free training is provided to support deployment of both Ardens Manager and Ardens Clinical templates. Training is tailored to the customer's organisational type (Practice, PCN, ICB, Federation) and priority use cases. Topic-specific training, including areas such as medicines management, can also be delivered at no additional cost.

Support resources include FAQs, a Support Desk (08:30–17:00 Monday to Friday), webinars, guides, training videos, news updates and online user communities.

OFFBOARDING

At the end of a contract, customers may renew or terminate their subscription. If the contract ends without renewal, access to Ardens Manager, Ardens Clinical templates and related functionality will be removed for the customer and any third-party users.

Organisations have the option to request an extract of their data when being offboarded.

PRICING OVERVIEW

Ardens pricing is designed with an understanding of NHS financial pressures.

Ardens Manager modules are licensed separately and can be combined with Ardens Clinical to provide a single, end-to-end solution covering clinical coding, analytics, contract management and patient access. Data extraction costs do not apply, as all data remains within the customer's chosen clinical system.

Ardens continually develops the service, releasing regular updates and enhancements at no additional cost.

SERVICE LEVELS AND SUPPORT

Ardens operates defined service delivery indicators to ensure high-quality support and clear expectations.

Examples include:

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- Serious incidents impacting access – acknowledged within 4 hours and resolved within 2 working days
- Complaints – acknowledged within 3 working days with a response within 20 working days
- Urgent updates – delivered within 5 working days
- Non-urgent updates – delivered within 20 working days

Availability

Ardens Manager is accessed via a web browser and has demonstrated uptime of over 99.98%.

Support Hours

The post-implementation Support Team is available 08:30–17:00 Monday to Friday. On-call phone support is available for customers operating extended and out-of-hours services. Any issue with potential patient safety impact is prioritised for urgent resolution.

TECHNICAL REQUIREMENTS

Access via a supported web browser with an internet connection.