Learning Disabilities Recalls Standard Operating Procedure SOP

Version:	Owner:	Created:
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Learning Disabilities Recalls

Overview

All patients who are on the severe learning disabilities register are included in the Ardens monthly recall. This means that they will get called in for a review in their birthday month alongside other long-term conditions. They will receive a text at the beginning of the month asking them to contact reception to book a review. This recall process is to follow-up after that text has gone out, as we know that the response rate to texts is low amongst this group.

At the beginning of the month, in population reporting in EMIS, go to 'QOF reports' folder, and then to 'Learning disability' folder, and run the patient list report 'Patient List - LD004 - Patients on the learning disabilities register'. Click on 'view reports' on the ribbon and then export as an excel spreadsheet to the folder on Y drive: Y:\QOF\QOF 2022-23\Learning disability.

Open this 'Patient List - LD004 - Patients on the learning disabilities register' now saved in Y drive and set filters on the headings. Filter for current month that you are recalling. You then have the patients who need to be called in that month. Copy and paste into the spreadsheet in same folder called 'Learning disabilities monthly recalls - 2022-23' (ensure paste in the current month tab). Note that as with all the LTC recalls, Jan birthdays will be called in in May, Feb birthdays in July and March birthdays in September.

Care co-ordinator to meet with JHM, learning disabilities lead, on the 1st Friday of the month to review the list. JHM will advise who is to be put down for a Tel review, who needs a F2F review and who needs a home visit.

Call patient/carer and book in for appointment/telcon/home visit as advised by JHM. Ensure double appointment and at a time that suits the patient. Record on spreadsheet when you tried to call them and when they are booked in. Code in EMIS record using code 'Learning disability annual health check telephone invitation' and free text outcome of telcon.

If patients have not responded by the end of the following month, they will get a letter advising them that they have not responded and to contact reception to book a review.

Change Register

Date	Version	Author	Chnages
13/04/2022	1	LT	New SOP
05/05/203	2	LT	Full review
14/08/2025	2.1	LT	RH agreed to extend 3 months due to being consumed by recall practices SOP