



Mental Health Recalls Standard Operating Procedure SOP

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Contents

Overview.....	3
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Mental Health Recalls

Overview

All patients who are on the serious MH 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.

LDT to do. At the beginning of the month, in population reporting in EMIS, go to 'QOF reports' folder, and then to 'Mental Health' folder, and run the patient list report 'Patient List - MH001 - Patients on the mental health 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\Mental Health.

LDT to do. Open this 'Patient List - MH001 - Patients on the mental health 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 'Mental Health 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 call patient and book in for a planned telcon with usual GP or Tauheed Ahmed (whoever they know better). If you cannot find a planned telcon on the appointment search, then search through the named GP days and unblock the next available slot. If the patient does not have a particular GP they see then book in with Tauheed Ahmed, Practice Pharmacist – use slot type 'Mental Health Review Telcon PP'. Record on spreadsheet when you tried to call them and who they are booked in with. Code in EMIS record using code 'Mental health monitoring telephone invitation' and free text outcome of telcon.

KAB has a management morning near the end of the month where she will go through those patients who have been called and ensure that the pts have had the review coded correctly and that all additional checks eg bloods, BP have been done. She will also review those who have not responded to text or 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.

Tables

Date	Version	Author	Changes
13/04/2022	1.0	LT	New SOP
05/05/2023	2.0	LT	Full Review
14/08/2025	2.1		RH agreed to extend 3 months due to being consumed by recall practices SOP