

BMC Recalls and Admin SOP

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Contents

Daily Tasks	2
Weekly Tasks	2
Monthly Tasks	2
QOF Guidance.....	2
Administrative Procedures	3
Checklist for Recalls and Admin	3
Notes.....	3
Version Control.....	3

BMC Recalls and Admin SOP Version 1.0

This operational guide outlines the day-to-day, weekly, and monthly administrative duties involved in managing patient recalls, QOF (Quality and Outcomes Framework) requirements, and administrative workflows. The goal is to ensure all patient data and recalls are managed consistently and accurately across the team.

Daily Tasks

- Check and manage the recall list for patients who are due for annual reviews, blood tests, or screening.
- Review incoming clinical documents and ensure all are actioned correctly.
- Respond to emails, internal messages, and patient queries relating to recalls.
- Ensure all tasks allocated in EMIS are reviewed and actioned by the end of the day.
- Check workflow for any rejections or incomplete registrations and resolve promptly.

Weekly Tasks

- Review the recall searches to ensure all patients are added correctly to the appropriate recall category.
- Ensure any patient with missing QOF data has the correct codes entered.
- Review EMIS recalls to identify patients who are overdue and send reminders where necessary.
- Check workflow messages and rejections from PCSE, ensuring that all have been appropriately handled.

Monthly Tasks

- Audit recall performance to identify areas for improvement.
- Check QOF indicators to ensure the practice is meeting targets for chronic disease management.
- Review non-responders or patients who have not booked their appointments and resend reminders.
- Verify that all patient recalls are up to date and that any errors have been corrected.

QOF Guidance

- Ensure all chronic disease registers (e.g. diabetes, asthma, COPD, hypertension) are accurate and complete.
- Input QOF-related codes during reviews and follow-ups.
- Run monthly QOF searches to monitor progress toward targets.
- Work with clinicians to ensure missing data is updated promptly.
- Flag any discrepancies or coding issues for further review.

BMC Recalls and Admin SOP Version 1.0

Administrative Procedures

- Always verify patient identity before sharing or updating information.
- Keep patient records updated with the latest contact details.
- Ensure all communication is documented clearly in the patient's record.
- Re-check any rejected or incomplete registrations to confirm corrections have been made.

Checklist for Recalls and Admin

The following checklist ensures consistency and accountability in handling recalls and admin duties

- Verify all patient details before making any updates.
- Confirm recall dates are accurate and reflect the clinical requirements.
- Double-check QOF coding for accuracy and completeness.
- Review outstanding tasks or workflow items at the end of each day.
- Communicate with clinicians regarding any unclear or incomplete data.
- Follow up on any issues or rejections from PCSE until resolved.

Notes

- Always ensure all patient data is handled confidentially and securely in line with GDPR and NHS data policies.
- Maintain consistency in EMIS entries and recall management.
- Any recurring issues or workflow errors should be escalated to management for review.

Version Control

Date	Version	Author	Change Details
12.09.2024	1.0	Joshua Hastings	