

Charlotte Keel Medical Practice

Dementia recalls SOP

All patients who are on the dementia 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.

1. LDT to do. At the beginning of the month, in population reporting in EMIS, go to 'QOF reports' folder, and then to 'Dementia' folder, and run the patient list report 'Patient List DEM001 - Patients on the dementia 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\Dementia.
2. LDT to do. Open this Patient list DEM001 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 'Dementia 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.
3. LDT to check through each patient and note on spreadsheet if needs F2F or HV and if they have other LTCs to be reviewed at same time as dementia review. Ensure there are enough available appointments or home visits.
4. Care co-ordinator to call patient/carer and book in for a F2F dementia review. Book into slot type 'Dementia annual review'. Those with co-existing diabetes or other long term condition eg hypertension, CVD, COPD etc prioritise to book with LDT as she will do all the LTCs and dementia review together including bloods. If no co-existing LTC then book in with their usual GP using 'Dementia annual review' slot type. If the patient/carer advises that the patient is housebound, talk to LDT about doing a home visit. Record on spreadsheet when you tried to call them and who they are booked in with. Code in EMIS record under problem heading of dementia, using code 'Dementia monitoring telephone invitation' and freetext outcome of telcon.
5. 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.