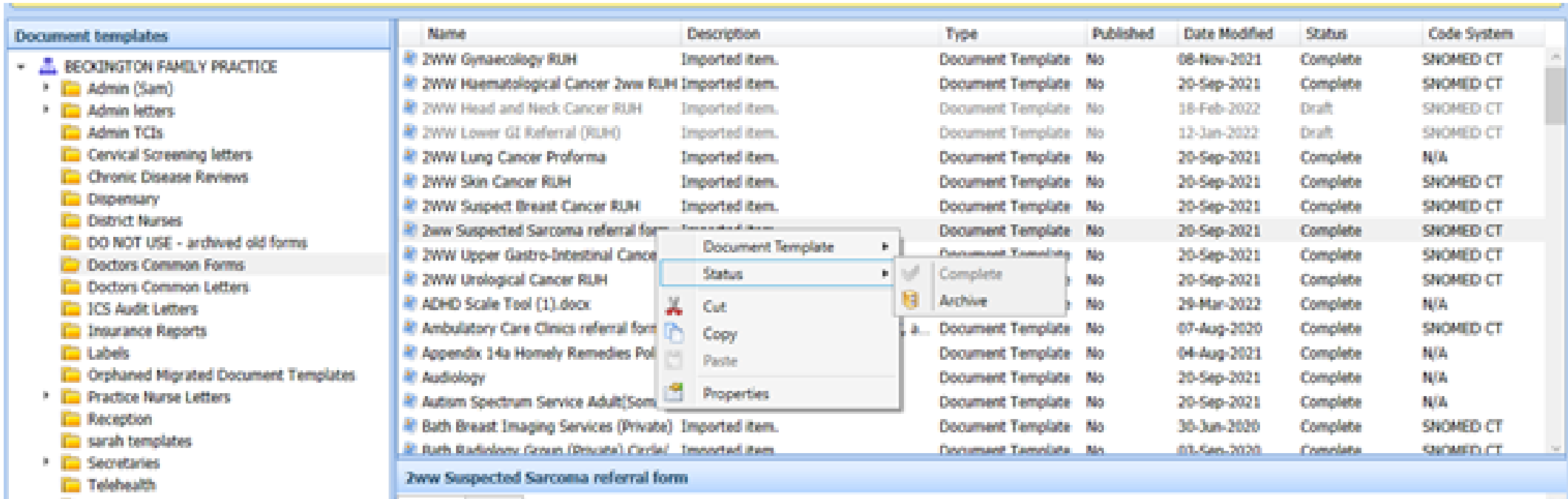
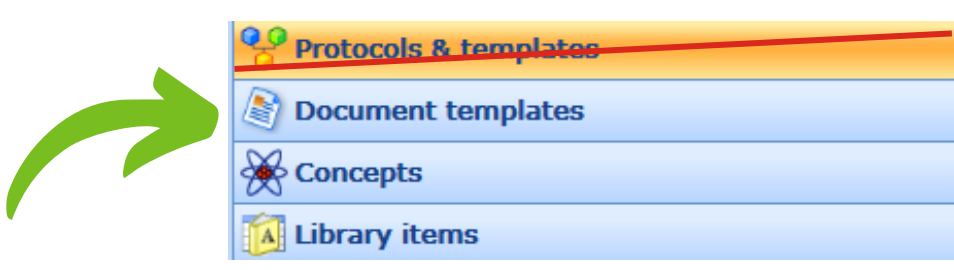


NHS Low Calorie Diet Programme

Troubleshooting and tips to support EMIS search and invitations

Problem/Concern	Possible solutions
<p>I have downloaded the Referral and Medications Adjustments Form (RMAF) but cannot access it from the patient's notes</p>	<p>Firstly, check in Resource Publisher that the document that you have imported has been marked as completed and not still as Draft.</p>  <p>When a document is imported into Resource Publisher, the default is for the document to be set as a Draft, in which case the document will not be visible if someone looks for it via the search function or if searching in Resource Publisher, only you will be able to see it.</p> <p>Once marked as completed, you will be able to find the document via the search, although you may need to go find it via clicking on the folders rather than searching for the name, you should then be able to see the document although you may need to log out of Emis and log back in to find it.</p>
<p>I have saved the extracted EMIS search file into a folder in 'Protocols & Templates'. However, when I open the folder to try and import the document file into EMIS, the file formats for documents are not visible.</p>	<p>When you open Resource Publisher on EMIS you need to open the 'Document templates' section on the left-hand side menu and find the folder you want to save the document. You should then be able to save the extracted (unzipped) document into this folder in the correct file format.</p> <p>Do not try to upload the document in the 'Protocols and Templates' section. This folder only allows you to view XML (search) type files, you will not be able to view or upload the extracted EMIS document this way.</p> 
<p>The search has returned less patients than expected</p>	<p>The return on search numbers for practice appears to vary widely and may be affected by demographic variability in local practice population. For example, some practices are returning 10-15 patients, whereas another practice, using the same search might return 70-90, with only slightly larger practice size.</p> <p>If a significant number of diabetes annual follow up appointments have been missed because of genuine reasons e.g. COVID or illness, then these patients will be excluded from the search (as one of the criteria is for them to have attended follow up in the last 12 months). There is a possibility to run a search with this criteria for follow up extended to 18 months. This may be helpful if you feel a significant number of patients may have been unable to attend their follow ups because of genuine reasons and may be suitable and motivated patients for the programme. If you would like a version of this search please contact lesley.harper1@nhs.net.</p> <p>It may be worth noting that patients who are diagnosed after the search, or whilst awaiting confirmation of their diagnosis e.g. results of a second HbA1c to confirm diagnosis, will not be picked up on the search. You may wish to add these patients to your invitation list when their diagnosis has been confirmed.</p>

Problem/Concern	Possible Solutions
<p>The search has returned large numbers and there are concerns about how to manage these</p>	<p>To make the process of invitations and initial consultations/discussions with patients more manageable for the practice, the following tips may be helpful:</p> <ul style="list-style-type: none"> • Consider breaking the list down into manageable chunks, e.g. 20 - 30 invitations to start, then depending on the level of interest from patients (those who are interested would usually respond within 7 days), this will help decide when to send the next lot of invitations. • The rate of uptake we are seeing from patients who receive invitations is currently around 25-30% (not everyone will want to go ahead with the programme) • You may wish to initially send invitations out to patients who are not on any diabetes or blood pressure medications, this may help reduce initial time spent completing the referral form (Please note: patients will still require a copy of the medications adjustments form, even if they are not on any medications or no medications adjustments are required)
<p>GPs are concerned about the time needed to complete the referral form with patients</p>	<p>The form can be completed by professionals other than a GP e.g. practice / diabetes nurses and/or pharmacists so long as the medications adjustments are signed off by a GP or someone they give authority to do so on their behalf.</p>