

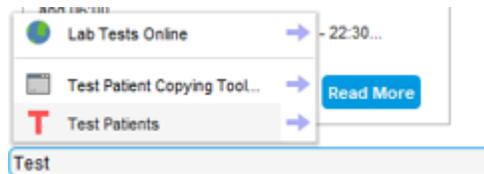
# SystemOne – Enhanced Services Training

NWL Primary Care System Training Team  
NHS North West London

# Retrieving a Test (T) Patient

## Option 1

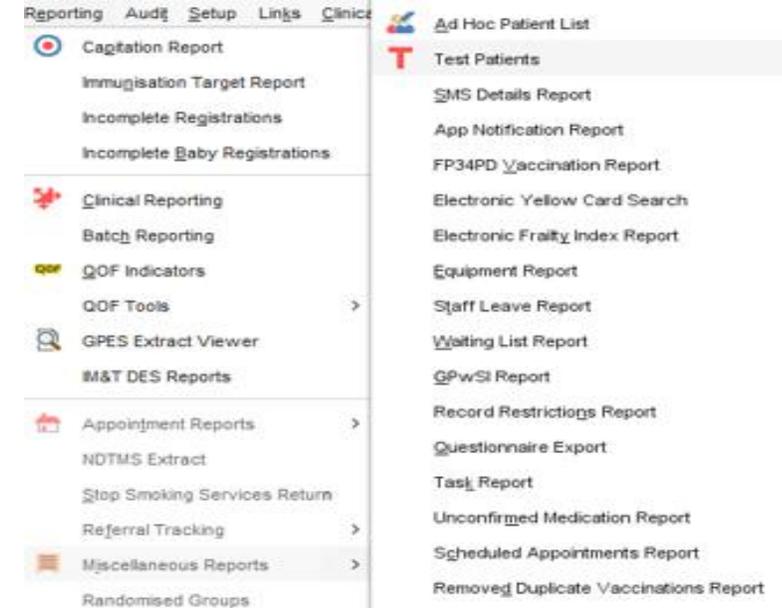
- Within the SystmOne **Home** screen.
- Bottom left of the screen is **Search Features** dialog box.
- Type **Test**.
- A **red T** with Test Patients beside it will appear.
- **Double Click** on the **Red T**.
- A list of Test Patients for the organisation will appear in Orange.



NHS Number	First Name	Middle Names	Surname	DOB	Sex	House Name	House ...	Road	Postcode	Telephone
	Mickey		Brown-TestP...	16 Aug 2001	M		2	Exmoor Street	W10 6DZ	11111111111
	Donald		Duck-TestPa...	13 Mar 1993	M		12	Lampton Road	TW3 4DN	07932 123456
	Donald		Duck-TestPa...	07 Aug 1955	M		12	Lampton Road	TW3 4DN	07925 256956
	Laura	Cecil	Frank-TestP...	12 Jul 1959	F		17	Elgin Avenue	W9 2NT	07895 647656
	Brown		Fred-TestPat	01 Jan 2001	M		5	Gladstone Road	W4 5HE	0000000000
	Sara		Gradi-TestP...	01 Jan 2007	F		127	Kensington High Street	W8 5SF	07926 791956
	Hermione		Granger-Tes...	21 Nov 1990	F		1	Exmoor Street	W10 6DZ	0000000000
	Janet		Jackson-Tes...	17 Mar 1981	F		12	Fir Tree Lane	Y08 9PG	07503 194906
	Michael		Jackson-Tes...	01 Jan 1983	M		18	Maysoule Road	SW11 2BP	07932 012 3...
	Ophelia		Macbeth-Tes...	21 May 1995	F		15	Manlybone Road	NW1 5JD	
	Sharon		Mitchell-Tes...	01 Jan 1995	F		12	Lampton Road	TW3 4DN	07932 123456
	Test		Patient-Test...	01 Jan 1950	M		15	Manlybone Road	NW1 5JD	07826 89037...
	Milly		Perrin-TestP...	01 Jan 1966	F	15		Manlybone Road	NW1 5JD	
	hARRY		Potter-TestP...	01 Jan 1979	M		90	Hornsey Park Road	N8 0JY	07878 7654...
	Harry		Potter-TestP...	21 Jul 1988	M		15	Manlybone Road	NW1 5JD	0000000000
	Julia		Rabbit-Test...	21 Jan 1955	F		2	Exmoor Street	W10 6DZ	01234 56789
	Nick		Rhodes-Tes...	05 Oct 1972	M		176	Palmerston Road	N22 8RB	07775 48455
	Tom		Riddle-Test...	29 Sep 1992	M		12	Exmoor Street	W10 6DZ	07712 34567...
	Fatmir		Sheriff-TestP...	24 Jun 1982	M		22	Exmoor Street	W10 6DZ	07887 95063...

## Option 2

- Go to the **Reporting Menu**.
- Go down to **Miscellaneous Reports**.
- Then go across to **Test Patients (Red T)**.
- Click on **Test Patients** and this will retrieve a list of Test Patients for the organisation in Orange.



# Auto Consultations – Enhanced Services Template Location

- 12 Minor Surgery >
- 13 Musculoskeletal >
- 14 Neurology >
- 15 Obstetrics and Gynaecology >
- 16 Paediatrics >
- 17 Renal and Urology >
- 18 Respiratory including COVID >
- 19 Sexual Health >
- 20 Substance abuse and Alcohol >
- 21 NWL Enhanced Services >**
- 22 QOF >
- 24 Public Health Contracts >

- 31 NWL ES Referral Out Template
- ABPM
- Ankle Brachial Pressure Index (Ealing Standard)
- Asthma
- Asylum Seeker Health Screening
- Atrial Fibrillation
- Case Finding, Care Planning & Care Management
- Chronic Kidney Disease
- CMDU
- Coil Fitting for Non-Contraception
- COPD
- Dementia
- Diabetes Early Onset / T2DAY
- Diabetes Group Consultation
- Diabetes Level 1
- Diabetes Level 2 - Insulin/Injectable Initiation
- Diabetes MDT
- Diabetes REWIND
- Domestic Abuse (Ealing Standard)
- ECG

The Enhanced Service Templates can be found under Auto Consultation > 21 NWL Enhanced Services.

They can also be found under the specific headers i.e. 07 Cardiovascular which includes ABPM, Atrial Fibrillation and ECG.

Please ensure that they have the orange square ■ beside the name of the service to ensure you have the correct template.

# All NWL ES Templates – Design Format

- **Enhanced Service Titles:** All templates have the headers on the first page/tab.
- **Tabs:** The majority of templates have several pages. These can be jumped to by using the tabs at the top of the template. If some tabs are hidden by the width of the page (i.e. mental health template) then click on the > or < on the right side of the tab line to see the other tabs.
- **Highlighted blue** areas mean they are Minimum Data Set (MDS) or KPI items which you need to complete for payment in most areas. We will comment on any blue areas that are slightly different.
- **MDS/KPI:** You will find the MDS (Minimum Data Set) (KPI's) for each Service either on the disclaimer page or a page near the end of the tabs.
- **Side Bar:** Handy links whilst in the template. Hover over the icon for information regarding the link. Click on the icon to take you to that link.
- **Information:** Click on the  in the template for more information.
- **Save:** Don't forget to save your patient after completing the template.
- **Patient Status Alerts:** Status Alerts are connected to the Data Quality Reports. If your templates are incomplete, then it will show on the patient Home Page. The status alert will tell you what is missing and if you click on action, this should take you straight to the appropriate template to complete the missing part of the MDS or KPI.
- **Contact the Team:** The disclaimer page also states how to contact the team if you have a query or feedback regarding the template.

# Diabetes Level 1 Template 2025/26

# Diabetes Level 1 Template 2025/26

NWL Diabetes L1 ES 2025/26

Summary View Patient Resources Clinician Resources Disclaimer

## Diabetes Level 1 (NWL ES 2025/26)

Includes the 9 Key Care Processes

North West London

**History**

**Examination**

**Control**

- QOF** BP  mmHg  $\leq 140/80$  ( $\leq 150/90$  in mod/sev frailty)
- QOF** HbA1c  mmol/mol  $\leq 58$  ( $\leq 75$  in mod/sev frailty)
- HbA1c target  mmol/mol
- Cholesterol  mmol/L
- Non-HDL cholesterol  mmol/L  $\leq 3$  Serum Non-HDL...

One non-hdl code required

**Lifestyle**

- QOF** Smoking
- Height  m Weight  Kg
- BMI  Kg/m<sup>2</sup> Waist circumference  cm

**Complications**

- QOF** Left Foot
- QOF** Right Foot
- Urine ACR  mg/mmol  $\leq 3$
- eGFR (CKD-EPI)  mL/min
- QOF** Retinopathy

**Mental Health**  
One of DDS-2 / (GAD-2 & PHQ-2)

DDS-2  OR GAD-2  AND PHQ-2

Hypo freq (SU/Insulin)  per month

**Patient's goals & priorities**  
e.g. lose 2kg weight, feel healthier

**Care Plan**  
e.g. med changes, next review

**Support Programmes**

**QOF** Diabetes structured education programme completed

OR

**QOF** Support Programmes

Patient has Know Diabetes Account  Pre-conception advice

**QOF** Influenza QOF codes

**History**

Date	Selection
08 Apr 2021 15:01	wehkwehrfkw

Show recordings from other templates  
 Show empty recordings

Event Details Information Print Suspend Ok Cancel Show Incomplete Fields

Complete the blue areas for ES payment.

Use the BMI calculator to add the BMI.

Ensure that you complete either the DDS-2 on its own OR the GAD-2 with the PHQ-2 (both needed for payment).

Type in the goals and priorities and the Care Plan (this will trigger the printing of the care plan when the template is ok'd).

Please note the QOF icon is highlighted in yellow. You would need to complete those areas appropriate to the patient to meet the QOF criteria for payment.

# Support Programmes

Complications	5.	Height	m	Weight	Kg	Lifestyle.
		BMI				
	6. QOF	Left Foot				
	QOF	Right Foot				
	7.	Urine ACR				
	8.	eGFR (CKD-EPI)				
	9.	Retinopathy				
<b>Mental Health</b>		DDS-2				
One of DDS-2 / (GAD-2 & PHQ-2)						
<b>Patient's goals &amp; priorities</b>		Hypo freq (SU/Insulin)				
e.g. lose 2kg weight, feel healthier						
<b>Care Plan</b>						
e.g. med changes, next review						
<b>Support Programmes</b>	QOF	Support Programmes				
QISMET approved education programmes						
						Diabetes For...
						NWL T2DAY
						know

Please ensure you **scroll** through the **drop down list** to find more options.

Patient has a **Know Diabetes Account** – Please ensure you tick this box if the patient has confirmed they have a Know Diabetes Account.

# Diabetes View

The screenshot displays the 'Diabetes View' for patient 'NWL Diabetes L1 ES 2025/26'. The interface is divided into two main sections: a data table on the left and a 'Support Programmes' panel on the right.

**Data Table:**

Category	Date	Observation	Value	QOF
Blood Pressure	03 Jul 2024	O/E - Systolic BP reading (2469.)	120 mmHg	QOF
	03 Jul 2024	O/E - Diastolic BP reading (246A.)	80 mmHg	QOF
HbA1c	03 Jul 2024	Haemoglobin A1c level - IFCC standardised (XaPbt)	54 mmol/mol	QOF
Cholesterol	03 Jul 2024	Serum cholesterol level (XE2eD)	4 mmol/L	QOF
Smoking	03 Jul 2024	Never smoked tobacco (XE0oh)		QOF
BMI	21 Nov 2019	O/E - weight (22A.)	80 Kg (= 12 st 8 lb)	QOF
	03 Jul 2024	Body mass index - observation (22K.)	31.25 Kg/m <sup>2</sup>	QOF
Feet	03 Jul 2024	O/E - Right diabetic foot at moderate risk (XaleS)		QOF
	03 Jul 2024	O/E - Left diabetic foot at low risk (XaleL)		QOF
Kidneys	03 Jul 2024	Urine albumin/creatinine ratio (XE2n3)	20 mg/mmol	QOF
Eyes				
Mental Health	03 Jul 2024	Diabetes Distress Scale 2 item (XabAQ)	1	
	03 Jul 2024	Diabetes Distress Scale 2 item (XabAQ)	1	
Hypoglycaemia (in patients on SU and/or insulin)	03 Jul 2024	Frequency of hypoglycaemia attacks (66A7.)	0 per month	
Care Plan				

**Support Programmes Panel:**

Date	Selection
03 Jul 2024 09:30	Attended diabetes structured education programme (XaKH0)

**Footer:** NWL - Frailty view has no data for patient

**Buttons:** Event Details, Information, Print, Suspend, Ok, Cancel, Show Incomplete Fields

This view will show you the last few times you have completed parts of the Minimum Data Set (MDS) and what the results are.

Diabetes 1 is over the last 15 months (by the end of the financial year) – therefore for 25/26 the date should be between 1<sup>st</sup> January 2025 to 31<sup>st</sup> March 2026.

Please note that QOF is for the financial year only.

# Patient Resources

NWL Diabetes L1 ES 2025/26

Summary View Patient Resources Clinician Resources Disclaimer

## Patient Resources

To send the link to the patient, (highlight the hyperlink below then Ctrl +C to copy, Ctrl + V to paste into SMS or email)

**Know Diabetes links**  
Know Diabetes Find a programme <https://www.knowdiabetes.org.uk/learning-zone/find-a-programme/>  
Diabetes Education <https://www.knowdiabetes.org.uk/professional/diabetes-education-for-people-with-diabetes/>  
BAME section <https://www.knowdiabetes.org.uk/get-local/bame/>  
Low carb section <https://www.knowdiabetes.org.uk/be-healthier/low-carb/>  
Move more <https://www.knowdiabetes.org.uk/be-healthier/move-more/>  
Remission <https://www.knowdiabetes.org.uk/know-more/achieving-type-2-remission/>  
Remission videos <https://www.knowdiabetes.org.uk/know-more/remission-video-page/>  
REWIND <https://www.knowdiabetes.org.uk/for-you/programmes/type-2/diabetes-rewind-programme/>  
Patient videos <https://www.knowdiabetes.org.uk/for-you/get-inspired/>  
CDEP [info@cdep.org.uk](mailto:info@cdep.org.uk)  
Understanding blood results <https://www.knowdiabetes.org.uk/know-more/your-blood/>  
Complications <https://www.knowdiabetes.org.uk/know-more/feet-heart-eyes-and-kidneys/>  
Downloadable resources <https://www.knowdiabetes.org.uk/for-you/free-resources/>

Blog <https://www.knowdiabetes.org.uk/blog/>

**Type 2 Diabetes Remission Information**  
Remission slides: <https://rebrand.ly/t2dmRemissionSlides>  
Remission slides (short version): <https://rebrand.ly/t2dmRemissionSlidesShort>  
Printable patient information leaflet <https://rebrand.ly/t2dmRemissionHandout>

**Best other websites for Type 2 dietary information**  
Diet Doctor: <https://www.dietdoctor.com>  
The blood sugar diet: <https://thebloodsugardiet.com/>  
Low carb programme: <https://www.lowcarbprogram.com/>

**Type 1 Information**  
eLearning courses (pumps, growing up with type 1): <https://www.knowdiabetes.org.uk/for-you/elearning/>  
Type 1 Resources: <https://www.t1resources.uk/home/>

Diabetes information in different languages  
[Information in different languages](#)

Date	Selection	...
03 Jul 2024 09:30	Attended diabetes structured education programme (XaKH0)	

Show recordings from other templates  
 Show empty recordings

Event Details Information Print Suspend Ok Cancel Show Incomplete Fields

Information that can be sent to Patients via email or SMS

# Clinician Resources

NWL Diabetes L1 ES 2025/26

Summary View Patient Resources Clinician Resources Disclaimer

## Clinician Resources

North West London

**Guidelines**

**NW London Diabetes Referral Guidelines**  
<https://www.nwlononib.nhs.uk/professionals/referral-guidelines-and-clinical-documents/diabetes>

**NWL Diabetes Type 2 Clinical Guidelines**  
[https://www.nwlononib.nhs.uk/application/files/4316/7352/6001/00\\_NHS\\_NWL\\_Type\\_2\\_Diabetes\\_Clinical\\_Guidelines\\_Dec\\_2022.pdf](https://www.nwlononib.nhs.uk/application/files/4316/7352/6001/00_NHS_NWL_Type_2_Diabetes_Clinical_Guidelines_Dec_2022.pdf)

**NW London Diabetes Treatment Algorithm**  
[https://www.nwlononib.nhs.uk/application/files/4316/7352/6057/05\\_Treatment\\_algorithm.pdf](https://www.nwlononib.nhs.uk/application/files/4316/7352/6057/05_Treatment_algorithm.pdf)

**Training**

CDEP [info@cdep.org.uk](mailto:info@cdep.org.uk)

**Reports / Searches**

[Clinical Reporting > NW London ICB > NWL Enhanced Services 2025 26 > Diabetes Level 1](#)  
[Clinical Reporting > NW London ICB > NWL Enhanced Services DQ 2025 26 > Diabetes Level 1](#)

**Care Plan Printing**

If you have had to leave the template and didn't manage to print the care plan use the button below to print it

 Launch Diabetes care plan printing

*If you did not launch the care plan when you completed the template, you can click here to launch.*

Diagnosis  
BP  
HbA1c - Dia...

Support Programmes

Date	Selection
03 Jul 2024 09:30	Attended diabetes structured education programme (XaKH0)

Show recordings from other templates  
 Show empty recordings

Event Details Information Print Suspend Ok Cancel Show Incomplete Fields

Links to Guidelines.

Links to reports and searches.

# Clinical Searches and Reports

## Diabetes Level 1

# Clinical Searches and Reports – Diabetes Level 1

Click on Reporting > Clinical reporting > NW London ICB > NWL Enhanced Services 2025 26 for Payment Reports

07 Diabetes Level 1	
Name ▾	
*DL101	REGISTER
*DL101	REGISTER   Patients on the diabetes register
*DL102	PAYMENT 9 KEY PROCESSES
*DL102	ACHIEVEMENT   PAYMENT   Patients receiving 9 key care processes in last 15m, Retinal Screening 27m
*DL102a	NUMERATOR   Latest BMI in last 15m
*DL102b	NUMERATOR   Latest Hba1c in last 15m
*DL102c	NUMERATOR   Latest Blood Pressure in last 15m
*DL102d	NUMERATOR   Latest Lipids in last 15m
*DL102e	NUMERATOR   Latest Urine ACR in last 15m
*DL102f	NUMERATOR   Latest eGFR in last 15m
*DL102g	NUMERATOR   Latest Retinal Screening in last 27m
*DL102h	NUMERATOR   Latest Right AND Left Foot risk classification in last 15m
*DL102i	NUMERATOR   Latest Smoking status in last 15m
*DL103	PAYMENT 3 TREATMENT TARGETS
*DL103	ACHIEVEMENT   PAYMENT   HbA1c<=58 or 75, BP<=140/80 or 150/90, Non HDL Cholesterol <=3 in last 15m
*DL103a	NUMERATOR   Latest HbA1c <= 58 with no Frailty or <= 75 with Frailty in last 15m
*DL103b	NUMERATOR   Latest BP reading <= 140/80 with no Frailty or <= 150/90 with Frailty in last 15m
*DL103c	NUMERATOR   Latest Non HDL Cholesterol <= 3 in last 15m
*DL104	PAYMENT DIAGNOSED IN LAST 2 YEARS
*DL104D	DENOMINATOR   Patients on the diabetes register diagnosed in last 2 years and aged 17-70
*DL104N	ACHIEVEMENT   PAYMENT   Latest HbA1c<=48 in last 15m
*DL105	PAYMENT MENTAL HEALTH SCREENING
*DL105	ACHIEVEMENT   PAYMENT   Mental Health Screening in last 15m
*DL108	CARE PLANNING
*DL108N	ACHIEVEMENT   PAYMENT   Review of patient goals, Diabetes care plan AND Referred, declined or comp...
*DL108Na	NUMERATOR   Review of patient Goals in last 15m
*DL108Nb	NUMERATOR   Care Plan Agreed in last 15m
*DL108Nc	NUMERATOR   Referral to Education programme, declined or completed in last 15m

DL106	1st GROUP CONSULTATIONS
DL106aN	ACHIEVEMENT   KPI   Group Consultation including DNAs in last 27m
DL106bN	ACHIEVEMENT   KPI   Group Consultation including DNAs in last 15m
DL107	TYPE 2 DIABETES PATH TO REMISSION
DL107D	DENOMINATOR   KPI   Eligible for NHS T2DR Programme
DL107N	ACHIEVEMENT   KPI   Started NHS T2DR Programme
DL109	FREQUENCY OF HYPOGLYCAEMIA ATTACK
DL109D	DENOMINATOR   KPI   Patients on Sulfonylureas or Insulins (in last 6m)
DL109N	ACHIEVEMENT   KPI   Hypoglycaemia Frequency in last 15m
DL110	STRUCTURED EDUCATION ATTENDANCE
DL110D	DENOMINATOR   KPI   Patients on the diabetes register (in last 12m)
DL110N	ACHIEVEMENT   KPI   Completed or Attended Structured Education within 12m of diagnosis
DL111	2nd GROUP CONSULTATIONS
DL111N	ACHIEVEMENT   KPI   Second Group Consultation in last 15m
DL112	3rd GROUP CONSULTATIONS
DL112	ACHIEVEMENT   KPI   Third Group Consultation in last 15m
DL113	EMAIL ADDRESS RECORDED
DL113	DENOMINATOR   KPI   Number of patients on the diabetes register (Email recorded)
DL114	PAYMENT ATTENDED QISMET EDUCATION PROGRAMME
DL114	ACHIEVEMENT   KPI   Attended QISMET approved education programme within past 5 years

# Clinical Searches and Reports – Diabetes Level 1 (Data Quality)

Click on Reporting > Clinical reporting > NW London ICB > NWL Enhanced Services DQ 2025 26 for Data Quality Reports

07 Diabetes Level 1	
Name	Count
*DL101 -----CASE FINDING-----	
*DL101   CASEFINDING   HbA1c => 48 on more than one occasion and NOT on QOF diabetes register	
*DL101a   CASEFINDING   HbA1c => 48 on one occasion or more and NOT on QOF diabetes register	
*DL102 -----PAYMENT 9 KEY CARE PROCESSES-----	
*DL102   WORK TO DO   NOT ALL 9 key care processes in 15m to end of FY, 27m for Retinal screening	
*DL102a   WORK TO DO   NO BMI in 15m to end of FY	
*DL102b   WORK TO DO   NO Latest HbA1c in 15m to end of FY	
*DL102c   WORK TO DO   NO Blood Pressure in 15m to end of FY	
*DL102d   WORK TO DO   NO Lipids in 15m to end of FY	
*DL102e   WORK TO DO   NO Urine ACR in 15m to end of FY	
*DL102f   WORK TO DO   NO eGFR in 15m to end of FY	
*DL102g   WORK TO DO   NO Retinal Screening in 27m to end of FY	
*DL102h   WORK TO DO   NO Feet risk classification in 15m to end of FY	
*DL102i   WORK TO DO   NO Smoking status in 15m to end of FY	
*DL102k-ES-KPI Numerator-Diabetes L1 NOT all 9 key care processes for breakdown	
*DL103 -----PAYMENT 3 TREATMENT TARGETS-----	
*DL103   WORK TO DO   NOT hitting treatment targets (HbA1c/BP/Non HDL Cholesterol) in 15m to end of FY	
*DL103a   WORK TO DO   NO HbA1c <= 58 or 75 in 15m to end of FY	
*DL103aa   WORK TO DO   No Frailty   NO HbA1c <= 58 in 15m to end of FY	
*DL103ab   WORK TO DO   Frailty   NO HbA1c <= 75 in 15m to end of FY	
*DL103b   WORK TO DO   NO BP <= 140/80 or 150/90 in 15m to end of FY	
*DL103ba   WORK TO DO   No Frailty   NO BP reading <= 140/80 in 15m to end of FY	
*DL103bb   WORK TO DO   Frailty   NO BP reading <= 150/90 in 15m to end of FY	
*DL103c   WORK TO DO   NO Non HDL Cholesterol <= 3 in 15m to end of FY	
*DL103e   WORK TO DO   Non HDL Cholesterol > 3, NOT on Atorvastatin 20mg+ and NO Atorvastatin sensitivity	
*DL103f   WORK TO DO   On Simvastatin NOT on Atorvastatin 20mg+ and NO Atorvastatin sensitivity	
*DL103g   WORK TO DO   Non-HDL Chol >3 ON Simvastatin NOT on Atorvastatin 20mg+ and NO Atorvastatin sensi...	
*DL104 -----PAYMENT DIAGNOSED IN LAST 2 YEARS-----	
*DL104   WORK TO DO   Diagnosed in last 2 years NO HbA1c <= 48 in 15m to end of FY	
*DL105 -----PAYMENT MENTAL HEALTH SCREENING-----	
*DL105   WORK TO DO   NO Mental Health Screening in 15m to end of FY	
*DL108 -----PAYMENT CARE PLANNING-----	
*DL108   WORK TO DO   NO Care Plan and Referral/Started/Completed Structured Education Programme in 15m to e...	
DL106 -----GROUP CONSULTATION-----	
DL106a   WORK TO DO   NO Group Consultation in 27m to end of FY	
DL106b   WORK TO DO   NO Group Consultation in 15m to end of FY	
DL107 -----NHS T2DR-----	
DL107N   WORK TO DO   NOT started to NHS T2DR Programme in 15m to end of FY	
DL109 -----FREQUENCY OF HYPOGLYCAEMIA ATTACK-----	
DL109   WORK TO DO   SU or Insulin NO Hypo monitoring in 15m to end of FY	
DL110 -----STRUCTURED EDUCATION ATTENDANCE-----	
DL110   WORK TO DO   Diagnosed in last 12m and NO structured education attendance	
DL114 -----PAYMENT ATTENDANCE QISMET PROGRAMME-----	
DL114   WORK TO DO   NO QISMET Education Programme in 5 years to end of FY	

Thank you for your attendance  
and participation in this training  
session