

## **Eclipse live “Advice and Guidance” RADAR admissions avoidance alerts FAQ**

The service providers, Prescribing Services Ltd- [support@prescribingservices.org](mailto:support@prescribingservices.org) are available to support any other aspects of the Advice and Guidance (Eclipse Live) service you may wish to discuss.

### **1) What is Eclipse live?**

The CCG commission Eclipse Live, which is the NHS Digital centrally assured and funded ‘Advice and Guidance’ clinical support service. The service provides practices with the RADAR admission avoidance alerts and the Diabetes Complete module.

As stated in the MOLES service specifications, practices are expected to complete 100% of all RED alerts and 50% of AMBER alerts and the PURPLE alerts.

### **2) What is VISTA?**

This is an enhanced service within Eclipse by integrating Secondary Care utilisation data. This enhancement enables visibility of admissions data aligned to specific patients cohorts. This will provide the CCG and all our practices with a very powerful planning and validation tool. As individual practices, you will be able to benefit directly from this enhancement through the ability to view patient specific admissions data alongside your existing Advice & Guidance (Eclipse Live) information feeds. The data processes assures absolute patient privacy and data security with identifiable data only being visible within your practice. Data used at a CCG level is aggregated and non-identifiable.

Link to [Eclipse VISTA user guide](#)

### **3) What do I need to upload and how frequently?**

To get maximum benefit, practices need to:

- ✓ Carry out clinical system weekly uploads into the Advice & Guidance (Eclipse Live) patient database.
- ✓ Create and upload a Patient List file (PATlist) within the secure NHS hosted Gemini server (Little Gem) to enable linkage between the Advice & Guidance (Eclipse Live) data and the corresponding Secondary Care utilisation data. To be carried out at least once a month but preferably at the same time as the Eclipse weekly upload.

### **4) Who should be doing the uploads?**

Practices should ensure that at least 2 regular members of staff are responsible for the regular uploads to ensure business continuity in case of annual leave and/or sickness. The process should not take more than a few minutes to complete. You may find it easier to complete both each week, however monthly uploads for the PAT list should be the minimum frequency to ensure that current patient registrations with your practice are in the system.

Regular uploads will ensure that:

- ✓ The most up to date clinical information is being processed in Eclipse live Advice and guidance so you can be assured that the RADAR alerts are timely and accurate.
- ✓ For SystemOne practices, practices can view patient’s NHS number when reviewing RADAR alerts.

Please find links to the user guides:

[SystemOne weekly extracts](#)

[SystemOne generating PAT List](#)

[EMIS weekly extract](#)

[EMIS generating PAT list](#)

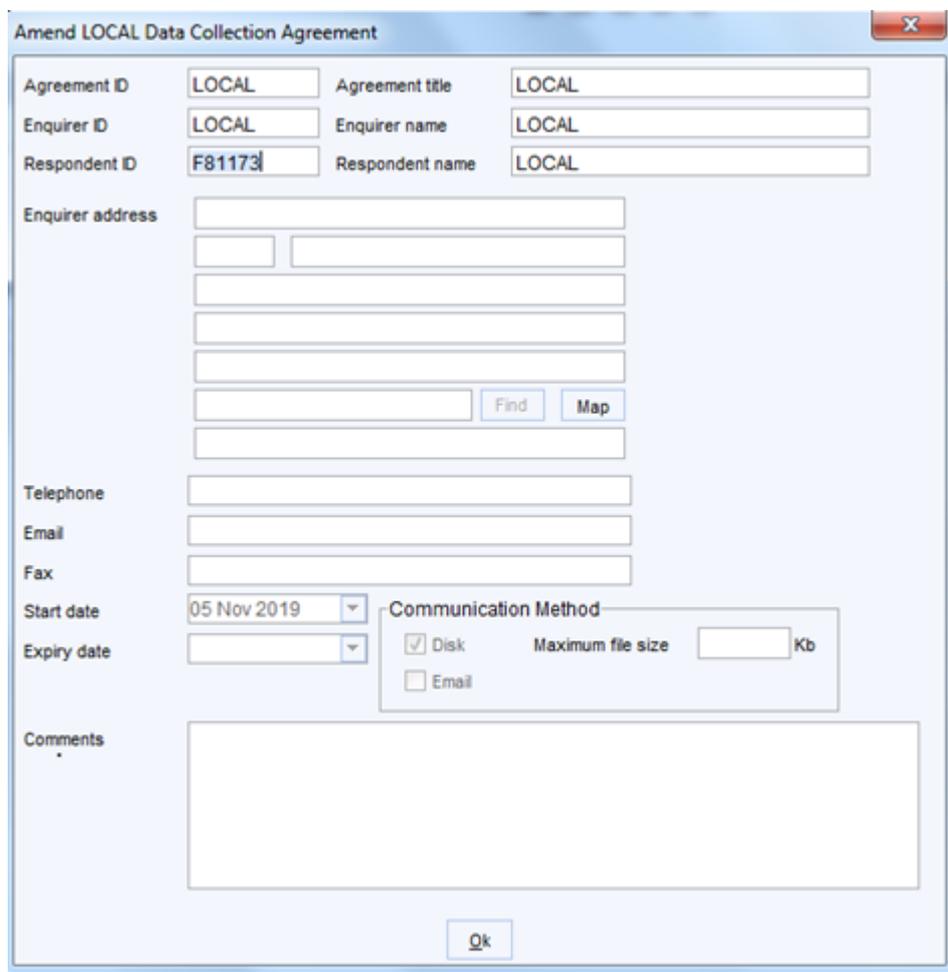
### **5) What is the best day to do the weekly upload of the clinical system?**

As Eclipse run the RADAR alerts on Sundays ideally practices should do the weekly upload towards the end of the week ideally on a Friday so that any actions carried out in the week are captured in the data uploads.

**6) Why am I unable to upload the PATlist file?**



On SystmOne, under Reporting / MIQUEST /, check the 'LOCAL' data collection agreement details to ensure they contain the practice code under Respondent ID.



For other systems contact [support@prescribingservices.org](mailto:support@prescribingservices.org)

**7) How do I access the RADAR alerts?**

To access the Eclipse portal to view RADAR alerts, go the website [nhspathways.org](http://nhspathways.org) and login using your Eclipse username and password.

Please find the link to the user guide for RADAR alerts.

[Eclipse Advice and Guidance \(Eclipse Live\) RADAR alerts](#)

### 8) Why is an alert still appearing when it has been reviewed by a clinician?

Eclipse run a series of algorithms in the system and will only generate a RADAR alert where it is unable to find the information it requires relating to the alert within the clinical system uploaded. The search criteria algorithm looks purely at data extracted and not any free text information or exemption codes.

The alert has to be actioned through the Eclipse portal and not just in the GP clinical system - see below taken from the RADAR user guide.

#### Click the review box

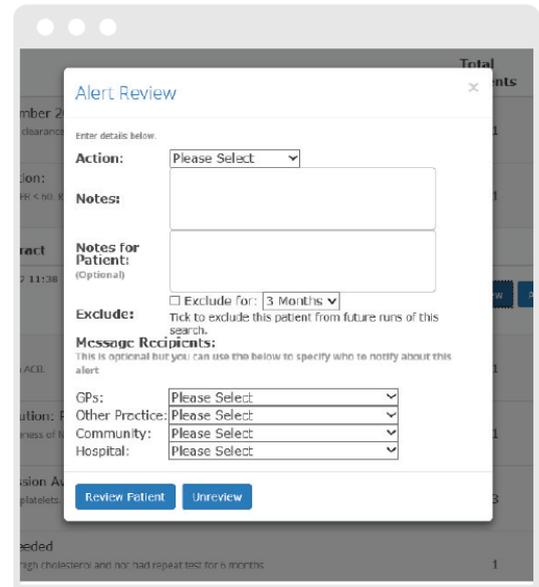
This brings up the review form:

#### Review box

This needs completing once an action has been decided.

Within the Action dropdown choose from one of the following:

- No Action Needed
- Appointment Requested
- Blood Test Requested
- Medication Altered
- Patient Called
- Information Passed On
- Addressed



#### Example:

If a RADAR alert requires a blood test to be carried out, following clinical review the alert will still appear until the blood test results are entered into onto the clinical system and uploaded in the weekly upload. There is the option to exclude from future runs of the search (a month, 3 months, 6 months, 12 months). In this example exclude for a month as a safety precaution it will then get picked up if the blood test has not been done in a month.

If the alert is not relevant, appropriate it can be excluded for up to 12 months. For example if prescribing and monitoring is carried out by the hospital.

### 9. The Eclipse live report isn't accurate as the practice have definitely actioned 100% of red alerts, why is that?

Eclipse Live report shows the last extraction dates and alerts status for all GP practices. Please note that this report is created by Eclipse Advice and Guidance on a specific date each month and therefore, if you have extracted data and/or undertaken alerts since that date, this report will not be a true reflection of the practice's current status.