Transforming Primary Care

Summary Care Record – Community Pharmacy Training

Vision of London Primary Care Transformation Programme:
Opportunity lies within making Primary Care more accessible, proactive and providing co-ordinated care

Objective:
By 2017 all London pharmacists will utilise SCR in order to support direct patient and citizen care by improving the efficiency of delivery, informing decision making, and ultimately ensuring safer outcomes
What is an SCR?
Summary Care Record

Electronic patient summary containing **key clinical information**
✓ Allergies
✓ Adverse Reactions
✓ Medication as per prescription e.g. repeat, acute and discontinued repeats

**Additional information** can be added by GP with the patient’s permission
✓ Significant diagnoses
✓ Care plan information
✓ INR levels to support Warfarin dose
✓ Information considered relevant e.g. patient preferences

What is an SCR?
Summary Care Record

Accessible by authorised pharmacy staff treating patients

Only accessible with permission from the patient (except in certain circumstances e.g. patient is confused or can’t speak English)

Optional – a patient can choose to have or not have an SCR (97% do)

97% patients have an SCR

Any changes made are updated automatically

What is an SCR?
Technical Requirements

Java
Version 7 is required

Windows
Windows 7 and 8.1

Chrome
Chrome 44 and lower

Internet Explorer
Internet Explorer v8-11

Firefox
Will not work with Firefox

What is an SCR?
What is an SCR?

Personnel Requirements

- Successfully complete the CPPE e-learning SCR module: www.cppe.ac.uk/programmes/l/Summary-E-01
- Send CPPE cert to england.londonscr@nhs.net
- The Registration Authority adds SCR roles (RBAC) to smartcard
- A new Standard Operating Procedure (SOP) needs to be created to cover SCR usage
- Template for new SOP is accessible via our app
- SCR can be accessed
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What are the Benefits?

Summary Care Record – Community Pharmacy Training
85% of Pharmacists saved time on GP calls
85% of Pharmacists saw improved patient safety
92% of patients needed no further signposting
18% of cases avoided a prescribing error
82% of cases reduced waiting times
To view an SCR, a pharmacy worker must:

<table>
<thead>
<tr>
<th>Use an N3 computer</th>
<th>Use their NHS Smartcard</th>
<th>Have appropriate role added to card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be pharmacists, or technicians at level 3 or above</td>
<td>Only view SCRs of patients in their care</td>
<td>Ask a patient for permission</td>
</tr>
</tbody>
</table>

Viewing an SCR
Permission to View

Patients are asked every time – unless it is a regular patient when verbal consent lasts 12 months.

Designed to allow a flexible approach.

A user can gain emergency access if it is in the patient’s best interests.

Viewing an SCR
“NPA indemnity Insurance will cover members’ access to the SCRs (and associated liabilities)…

…where the pharmacist/pharmacy technician considers it necessary to do so provided…

…that this is done in line with available published guidelines, the pharmacy’s SOP governing consent and access to SCR and use of the information therein.”
Please sort order of icons

Ince, Richard, 19/07/2016
05
When to use the SCR?

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When can the SCR help you?

- Prescription Queries
- Health Advice
- OTC Medicines
- New Medicine Service
- Smoking Cessation
- Flu Vaccinations
- Emergency Supply
- Medicines Use Review

When to use the SCR?
Acceptable User Agreement

This agreement is to be completed by every community pharmacy wishing to access SCR. A record of completion will be held by HSCIC.

- One per pharmacy

Expectations

- No expectation that SCR will be accessed every time a dispense is made
- Average usage is likely to be between 10–20 SCR access occasions per week

When to use the SCR?
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Security & Information Governance

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### Organisational Security

- Legislation e.g. Data Protection Act
- Caldicott Principles
- Care Record Guarantee
- Local Information Governance policies and procedures
- Contractual measures e.g. confidentiality clauses in employment contracts
- Training

*Existing organisational security measures apply to the access of SCRs*

### Individual User-based Security

- Adherence to Smartcard usage policy
- Existence of legitimate relationships
- Asking for patient consent (where applicable)
- NHS duty to patient confidentiality
- Professional codes of conduct
- Contractual requirements
- Adherence to organisational security measures
Security and Information Governance

Users

- Privacy Officer
- Pharmacist
- Technician – Level 3 or above
- Locum – Frequent or emergency

- All staff need training on the use of the SCR
- The pharmacy SOP needs to be updated