



Summary Care Records

A QUICK REFERENCE GUIDE

What is a Summary Care Record?

The Summary Care Record (SCR) is a 'read only' electronic patient summary containing key clinical information. It has been created with information held by a patient's GP practice and is updated whenever there is relevant change.

As a minimum the SCR contains:

- Medicines: Acute, repeat and discontinued repeat items (discontinued items will be dependent upon the GP system which created it)
- Allergies
- Adverse reactions

Other information may also be available on a SCR, such as diagnoses, test results etc.

"...An effective flow of information between professionals is vital to ensuring safer, more coordinated and more person-centred care"
Jeremy Taylor, CEO, National Voices

Community Pharmacy: Background

SCR has been used by pharmacy professionals for medicines reconciliation in hospital in recent years. For community pharmacy, "proof of concept" (POC) projects were conducted to determine the viability of SCR, this took place across the country.

The POC demonstrated that:

- SCR viewing can be implemented in community pharmacies and adds value to patient care
- Providing community pharmacies with access to the SCR has the potential to support the increasing demands on the wider healthcare economy

"SCR has been a valuable addition to us in the pharmacy setting. It has enabled us to quickly establish information about prescriptions which may otherwise have been impracticable to obtain. Having had access to SCR data during the pilot, it would be a great loss to us and our patients if we were to lose this beneficial service."
Andrew Stenson, Finedon Pharmacy

When should I use the SCR?

When dispensing an emergency supply (at the request of the patient) to verify the name, form, strength and dose of medicine previously had by the patient

Times when you would want to ask the GP practice for medicines/allergies/adverse reaction information

Supporting self-care for public health services and promoting healthy lifestyles

During a medicines use review (MUR) to verify and compare medicines currently being prescribed and their allergy status, where this is not already known

For provision of the New Medicine Service (NMS)

When supplying medicines under a locally commissioned service, eg supply of medicines on NHS Patient Group Direction (PGD), during minor ailments consultations (MAS)

Case Study: Wicker pharmacy, Sheffield

"A gentleman was visiting his family in Sheffield last Christmas. He visited the pharmacy requesting an emergency supply after leaving his "chest spray" at home. He had originally contacted the GP out of hours service, but was advised of a long wait, so was signposted to a pharmacy. The pharmacist was lead to believe that the item required was a Ventolin inhaler even after discussing this with the patient.

The patient didn't have an empty box or repeat prescription order slip, his usual GP was closed and we had no dispensing history for him. The pharmacist accessed the SCR and was able to confirm that the gentleman was prescribed GTN spray for angina, and make an emergency supply."

"We have used SCR for the last 18 months and it has proved extremely beneficial to us, especially as an additional tool to help and support pharmacists respond to requests for emergency supplies of medication and other episodes of unscheduled care. Many patients have benefited from us having access - resulting in more convenient and efficient care."
James Woods, Superintendent Pharmacist/Director
Wicker Pharmacy, Sheffield

How to access the SCR?

1. Make sure you have requested and had the correct Role Based Access Control (RBAC) added to your smartcard profile
2. Make sure the CPPE online SCR training has been completed
3. Make sure you know who your Information Governance/Privacy Officer is and their contact details and any associated process requirements specific to SCR
4. Make sure you are aware of your pharmacies SOPs regarding SCR access
5. Ensure you are logged in with your own smartcard
6. Access the portal at <https://portal.national.ncrs.nhs.uk> and then select "Launch Summary Care Record". It is advisable to save this to your desktop or favourites
7. Search for the patient, ideally using NHS number but if this is not yet known, using surname, DOB, postcode etc
8. Select the right patient
9. Record permission to view
REMEMBER: Locum pharmacists logged on with the locum ODS code (FFFFF) must ALWAYS select the provide more information about the access (optional) link and enter the ODS code of the site or branch where the access is taking place into the box before clicking yes.
10. View SCR

Governance

Patient identifiable data used by pharmacists and pharmacy technicians, whether accessed from national NHS care records or stored in local or networked systems is subject to relevant NHS IG requirements and also existing GPhC standards on patient confidentiality. These cover many aspects of good practice in information management and security including prevention of accidental disclosure, security of hardware and software, staff training, management of critical incidents and various others.

- Only access records for patients to whom you have a legitimate clinical need
- Only access records with informed, explicit consent. This is usually verbal but can be written consent - written consent may be agreed locally but is not necessary
- Remember to record the patient and associated advice/action on PMR
- Only access SCR when logged on with your own smartcard
- Only use emergency access when required for the patient's best interest

Troubleshooting

If you are experiencing technical difficulties and can't access SCR, please contact:

- Your local project contact
- Your usual IT helpdesk
- National SCR programme

"We would like to see the NHS make better use of pharmacists' skills by enabling patients to share their electronic health record with pharmacists"

Maureen Baker
Chair RCGP

Benefits to practice

Patient safety:

- Reducing prescribing errors
- Reducing patient harm and therefore reducing hospital admissions
- Ensuring medication that is clinically appropriate is given to the patient
- Better understanding of patient health

Efficiency:

- Reducing the number and duration of phone calls to the prescriber
- Reducing assessment time
- Being able to access required clinical information instantly
- Reduces the number of faxes for communicating information

Effectiveness:

- Reducing patients need to visit another care setting
- Supply provided sooner
- Enhancing customer loyalty
- Improving advice given about medication
- Increasing confidence in the profession
- Improving patient convenience
- Supporting seven day services

"Access to the SCR is essential for the development of effective clinical services in community pharmacy and makes a real difference to the quality of care we can provide."

Ash Soni
President Royal Pharmaceutical Society