

Preparing for SCR in your pharmacy

Summary Care Record implementation helpsheet



These helpsheets are designed to support you with the key parts of the planning for SCR.

They cover the key points which you will need to consider, and which may need a change to your current processes in order to make the best use of Summary Care Records.

Once completed the helpsheet should enable the pharmacy to update the Standard Operating Procedures and embed using the SCR as part of normal business processes.

Areas covered:

- 1. Smartcards
- 2. Permission to View
- 3. Locums
- 4. IT
- 5. Information Governance

Done	Action	Smartcards
<input type="checkbox"/>	Ensure that anyone dealing with SCR has a Smartcard (including locums)	
<input type="checkbox"/>	Ensure that the correct roles are on each Smartcard (Check using CIS)	
<input type="checkbox"/>	Check the certificates are up to date on Smartcards and ensure old certificates have been 'ended'	
<input type="checkbox"/>	Check the correct version of Java is installed (See IT help sheet for details.)	
<input type="checkbox"/>	Ensure sponsors have completed the CIS training	
<input type="checkbox"/>	Check the Smartcards work prior to going live	
<input type="checkbox"/>	Ensure Smartcards are being used correctly at all times	
<input type="checkbox"/>	Ensure that you know who to contact for Smartcard issues/updates	



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Permission to View

Done	Action/Consideration	Options/further information
<input type="checkbox"/>	Who will capture Permission to View?	Generally it is expected that pharmacists or pharmacy technicians will do this themselves. However, it is permissible for others to do it.
<input type="checkbox"/>	How will permission to view be captured?	Signed forms and/or in the PMR Explicit permission taken verbally and recorded on the SCR application
<input type="checkbox"/>	Have you thought about the specific wording of the Permission to View question?	The question you ask will depend upon how long you are wanting the permission to endure and also the specific patient. Example—"May we look at your SCR today to help us check your medication?" or "Would you mind if we looked at your SCR every time (if we needed to) when you came to see us?"
<input type="checkbox"/>	If signed forms are to be used how will they be managed?	On paper forms/ patient information captured in a book
<input type="checkbox"/>	How will the pharmacy display information to patients?	What information and where will it be available from. See "Patients and their SCR" at http://systems.hscic.gov.uk/scr/pharmacy
<input type="checkbox"/>	Are all users aware of the need to ask permission before viewing?	Reading the updated SOP, poster in the staff room etc.
<input type="checkbox"/>	Have all users completed training?	CPPE eLearning is available as part of continuing professional development

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Locums

Done	Action/Consideration	Options/further information	Y/N (Notes)
<input type="checkbox"/>	Have all locums been issued with a Smartcard?	See Smartcard checklist	
<input type="checkbox"/>	Is your pharmacy ODS code easily locatable or known by all locums?	Locums are required to enter the ODS code of the site they are working at to assist with Information Governance (IG)	
<input type="checkbox"/>	Are locums fully aware of your local permission to view business process?	See permission to view documentation	
<input type="checkbox"/>	Have your regular locums had a role added to their cards for your pharmacy?	If you use a regular locum set them up through RA in the same way as for a member of staff	

IT

Done	Action/Consideration	Options/further information	Y/N (Notes)
<input type="checkbox"/>	Has the portal URL been added to each machine?	https://portal.national.ncrs.nhs.uk/dt can be saved as a favourite or added as a shortcut	
<input type="checkbox"/>	Has Java setup been successfully completed?	See Java troubleshooting guide http://systems.hscic.gov.uk/scr/pharmacy/implementation-process/troubleshoot.doc	
<input type="checkbox"/>	Your pharmacy system supplier should support you with ensuring your system, internet browser version and Java version can be used to run NHS IT applications such as SCR as well as your other programmes	SCRa has been tested against Internet Explorer, Chrome and Firefox	
<input type="checkbox"/>	Has https://portal.national.ncrs.nhs.uk/dt been added to the local firewall "whitelist"?		
<input type="checkbox"/>	Has HSCIC Identity Agent (IA) been installed on all computers?		
<input type="checkbox"/>	Has the IG Toolkit been completed recently? http://systems.hscic.gov.uk/rsmartcards/strategy/igt	Within the last financial year	

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Information Governance

Done	Action/Consideration	Options/further information	Y/N (Notes)
<input type="checkbox"/>	All users are aware of the Permission to View model in this pharmacy	See Permission to View checklist	
<input type="checkbox"/>	A process for informing all locums about SCR usage in this pharmacy is available	See Locums checklist	
<input type="checkbox"/>	Privacy Officers have been identified and trained	Each organisation should have at least 2 privacy officers	
<input type="checkbox"/>	The Privacy Officers have the correct roles on their smartcards and access to the local PMR		
<input type="checkbox"/>	A review schedule/process has been agreed for all alert types	Almost all alerts generated will be the Clinician self claim type and the reconciliation of these is straightforward. They are usually checked with the PMR. Emergency Access alerts will be unusual and require more investigation	
<input type="checkbox"/>	Is there an escalation process in place that links with existing information governance protocols	In the event of suspicious activity being uncovered what does a Privacy Officer do? See local information governance guidance	

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Additional Support

Done	Action/Consideration	Y/N (Notes)
<input type="checkbox"/>	Do you know how to log calls to your pharmacy system supplier and the escalation procedures?	
<input type="checkbox"/>	Do you have a person in the pharmacy that is responsible for raising calls?	
<input type="checkbox"/>	Do you have a book to keep a log of calls made to the helpdesk and reference numbers?	
<input type="checkbox"/>	Do you know how to follow up and escalate further with the implementation team if required?	

Reminder:

1. Ask the patient for their permission to see their information
2. Search for the patient using NHS Number; if that's not known use surname, gender & date of birth
3. If the green tick is there, open the record
4. Select the permission to view option (or emergency access if required)

Benefits:

1. Fewer phone calls to GPs
2. Faster access to better quality information
3. Improvements to patient safety