Viewing Summary Care Records

Community Pharmacy
System and Process

Aim

- Advise ***how*** to access SCRs using the SCR application (SCRa) (and detail process for Locums)
- Explain how to ***interpret*** the information held in the SCR (and what to do if there may be a problem)
- Check all is in place for you to access SCR

How to view SCRs

Summary Care Records

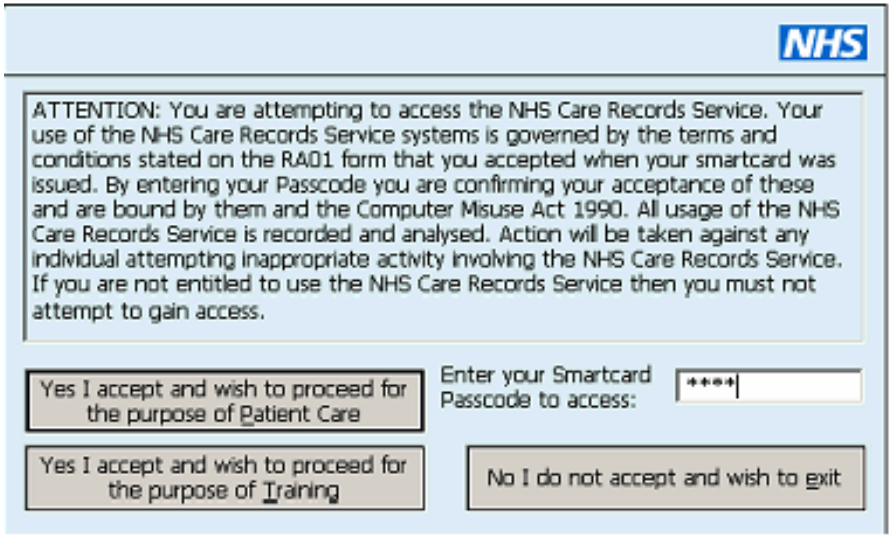
Steps to Viewing the SCR

In order to view the clinical information in the SCR, healthcare staff need to:

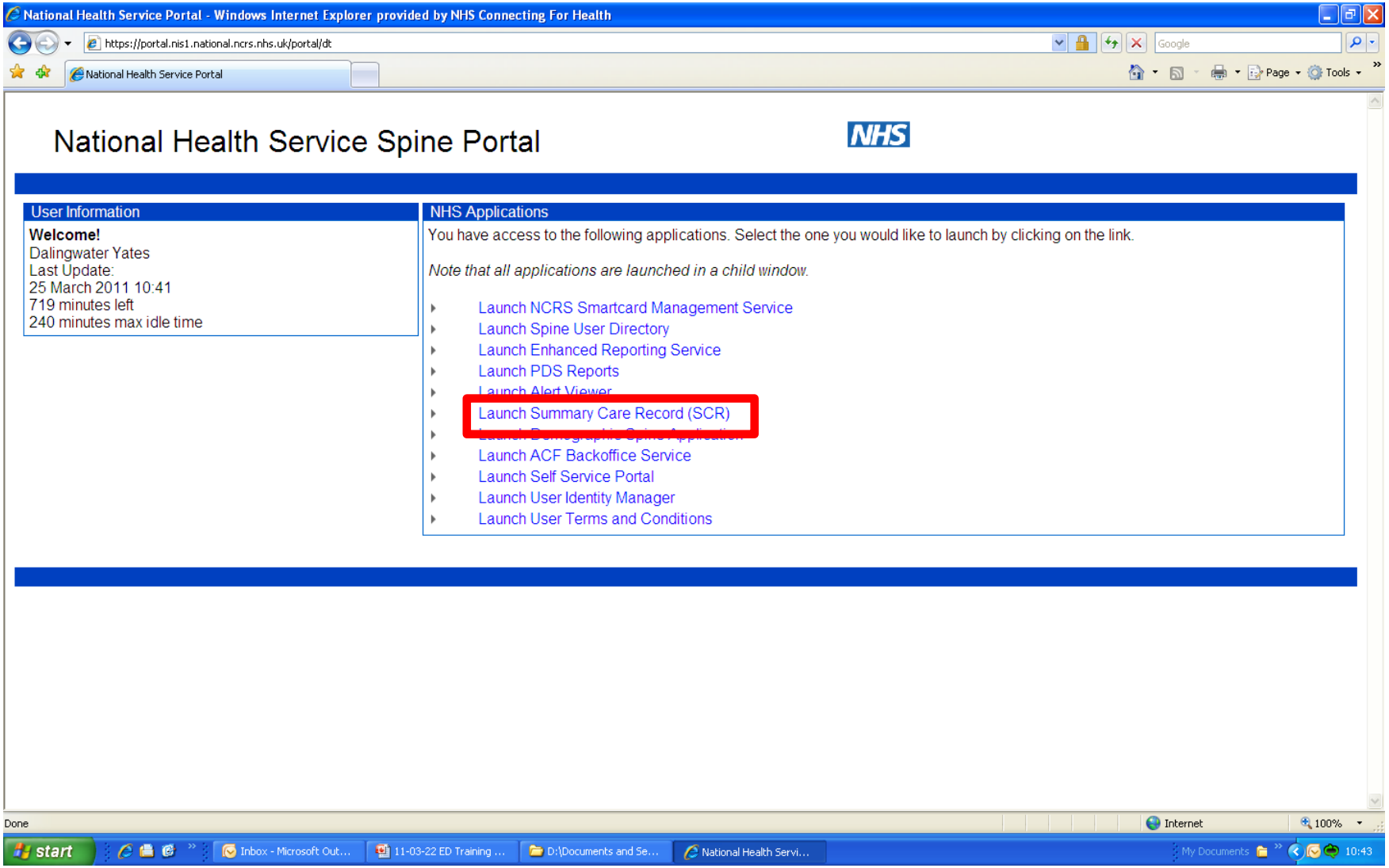
1. Use a smartcard with the correct role
2. Identify and locate the correct patient on the Spine
3. Have the patient's permission to view their SCR
4. *Have a legitimate relationship (LR) with the patient, i.e. be directly involved in their care*

Smartcards

- To view the SCR, users will need a smartcard
- The level of activity you can perform using your smartcard is controlled by what access you have been granted.
- A ‘sponsor’ authorises these access levels, such as the ability to view SCRs.

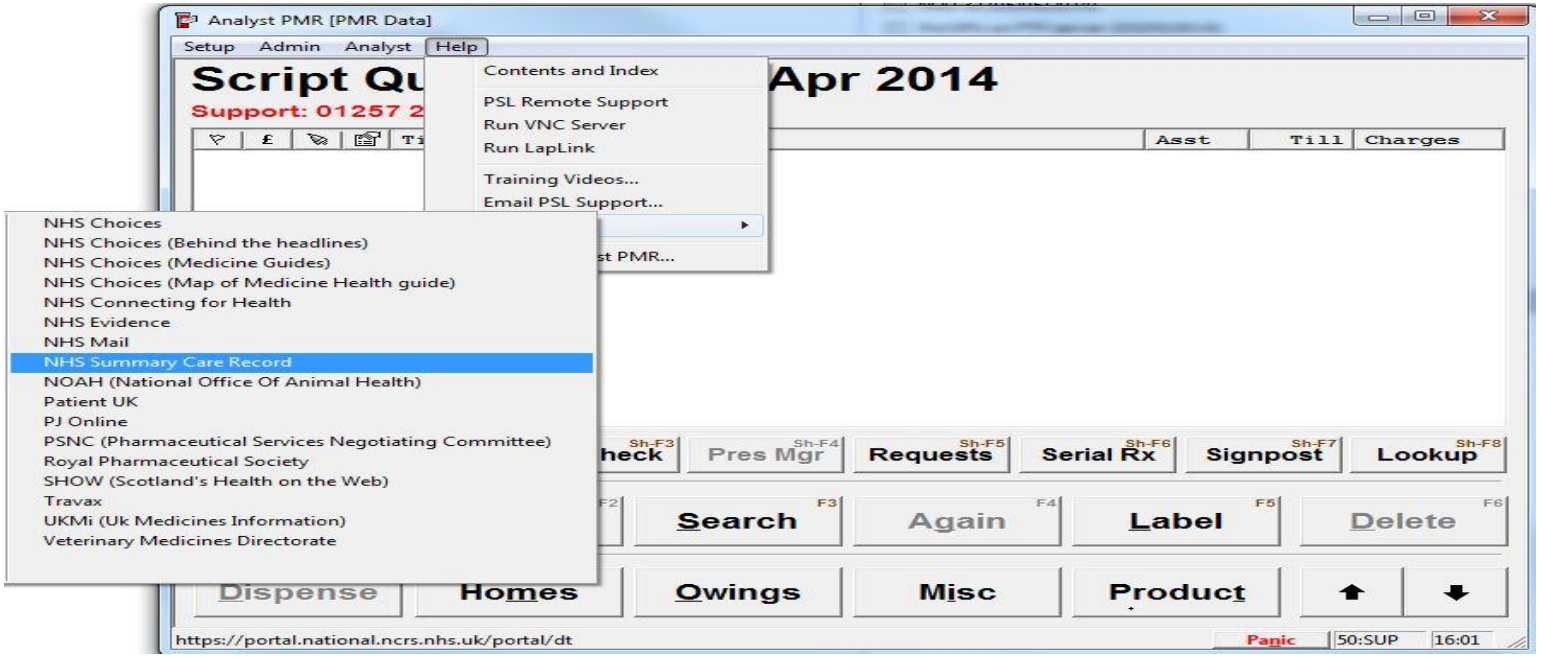


Access Spine portal



Tips

- It is advisable to save the link on desktop/as a favourite/on intranet
- Check whether your system supplier has made it easier to access EG. positive solutions screen below

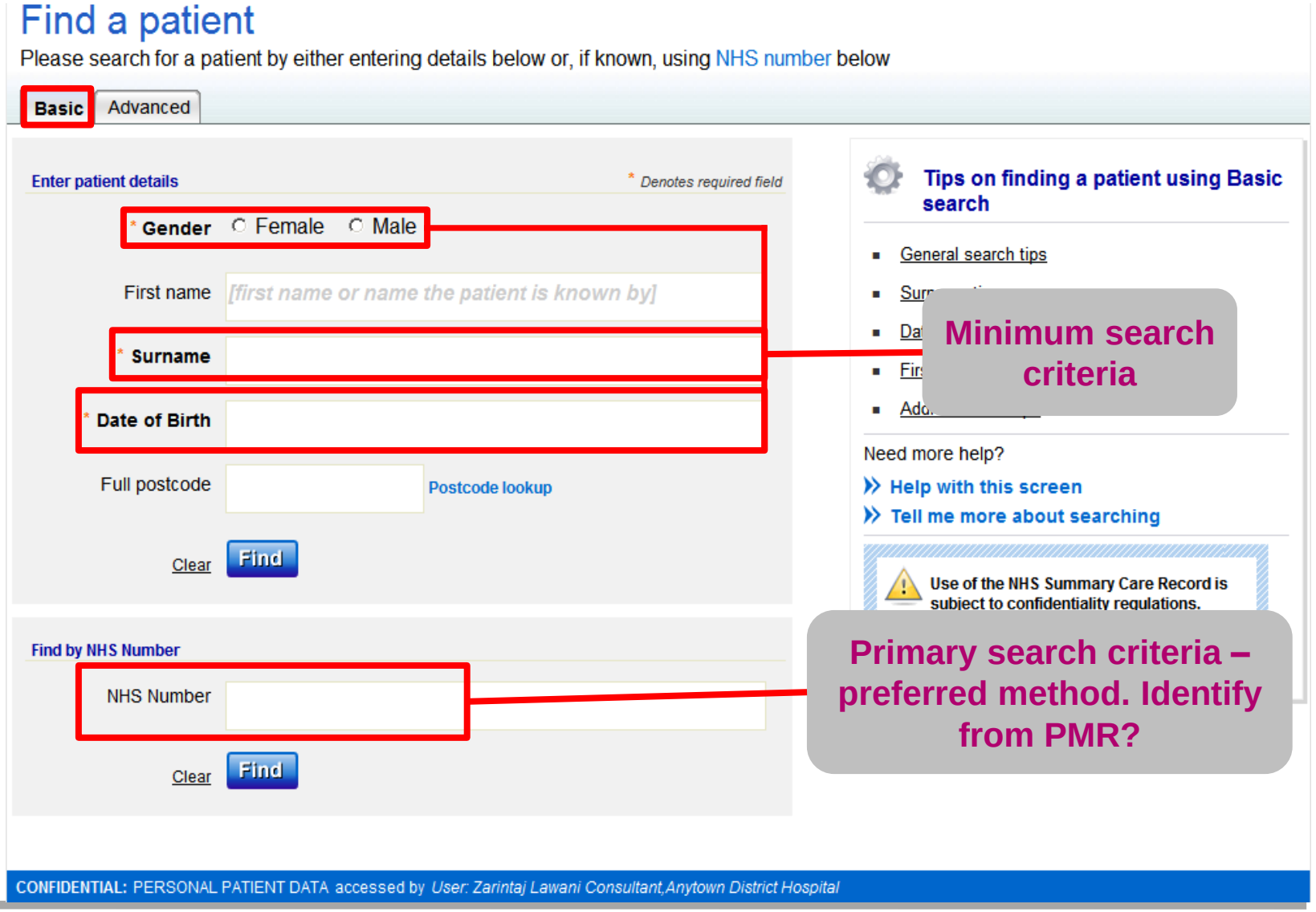


Finding the correct patient

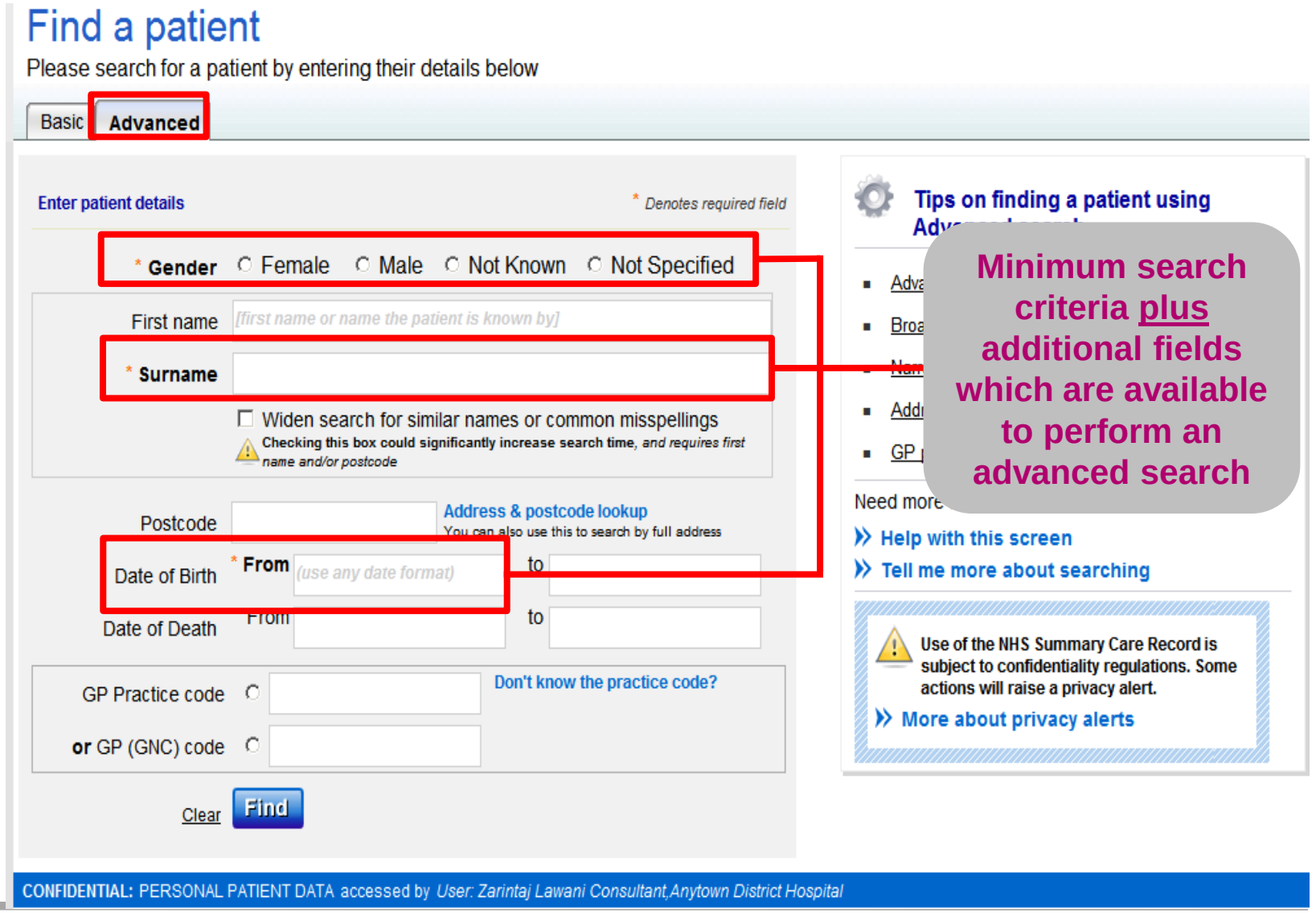
The correct patient can be identified using one of the following:

- **NHS number** - the ideal identifier as it is unique for each patient.
- **Minimum search criteria -** surname, gender & date of birth
- **Advanced search criteria -** surname, gender, date of birth **plus** any extra available criteria available, e.g. date ranges, partial surname, postcode etc

Basic patient search



Advanced patient search



Minimum search criteria plus additional fields which are available to perform an advanced search

Potential patients identified

Patient List

9 patients match for **Female, smith, 01-Jan-1970 to 31-Dec-1970**

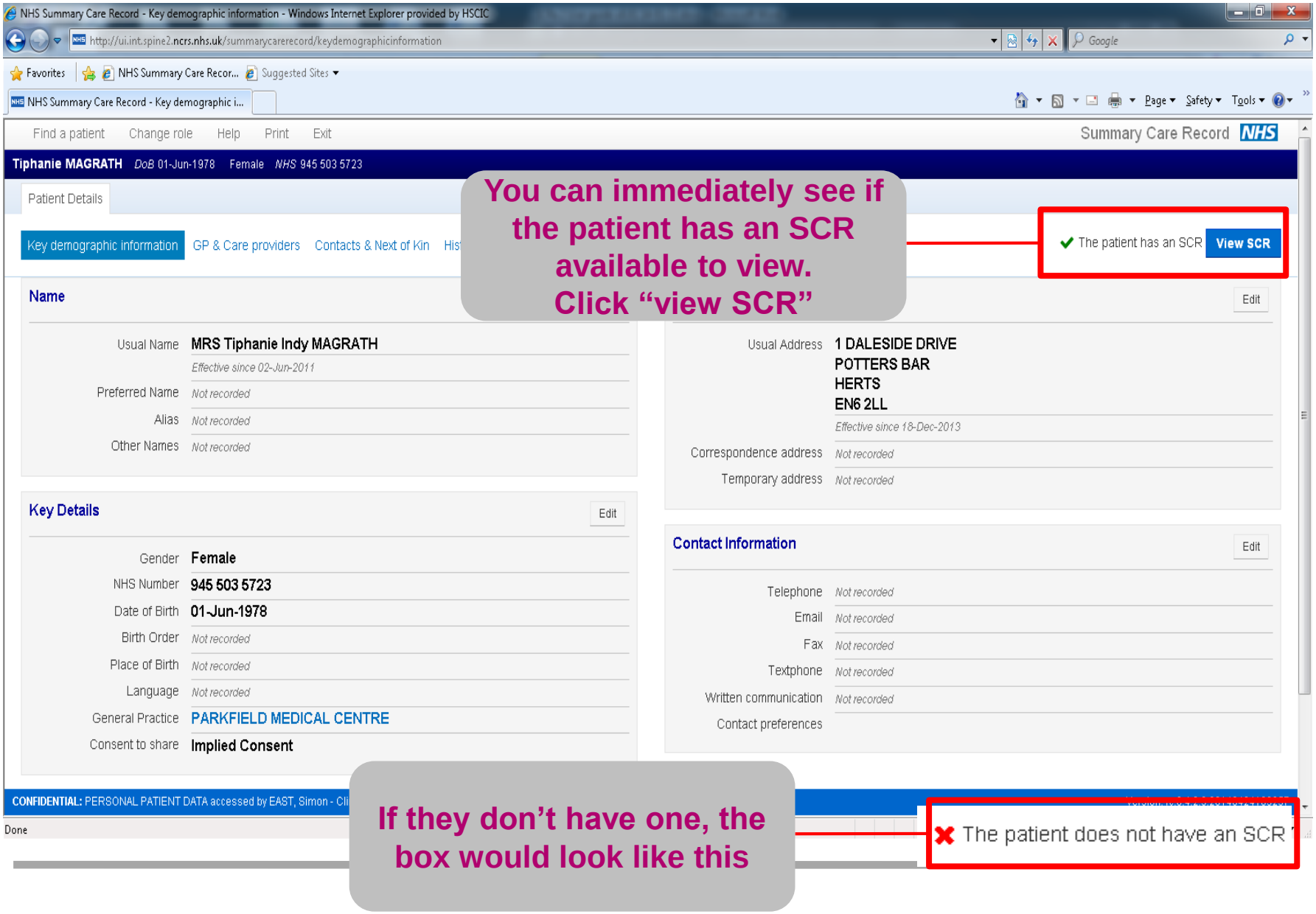
Can't see the patient you're looking for? Refine search Start again? New search

If there is more than 1 potential patient meeting your search criteria, the full list will be shown

Select the patient to view their record

Name & address	Date of Birth	Gender	NHS Number	Postcode	Practice Code
Harriet Mary Janey Joe Joany NGACLIENTHP 16 Madeley Road, Ealing, London ** Warning: may be incorrect	08-Jan-1970	Female	555 854 5259	W5 2LH	
Jenny Wrren SMITH 3 MARITIME QUAY, LONDON ** Warning: may be incorrect	12-Oct-1970	Female	941 401 8603	E14 3QH	E84012
Harriet SMITH 52 Lindfield Road, Ealing, London ** Warning: may be incorrect	08-Jan-1970	Female	555 873 2245	W5 1QR	
Hoggit Gbdh Samamamaman ** Warning: may be incorrect	08-Apr-1970	Female	943 654 0582		
Jenny SMITH UNKNOWN, NEWCASTLE ** Warning: may be incorrect	01-Jan-1970	Female	555 888 1534	ZZ99 3WZ	D82015
Ian NGACLIENTIP *(deceased)* 46 Lindfield Road, Ealing, London ** *Date of death* 01-Feb-2011 ** Warning: may be incorrect	09-Jan-1970	Female	555 849 8862	W5 1QR	D82015
Jenny Wrren SMITH 3 MARITIME QUAY, LONDON ** Warning: may be incorrect	12-Oct-1970	Female	941 401 8581	E14 3QH	E84012
Eva Jannat MENDEZ	30-Aug-1970	Female	943 632 0248	DE1 3QW	

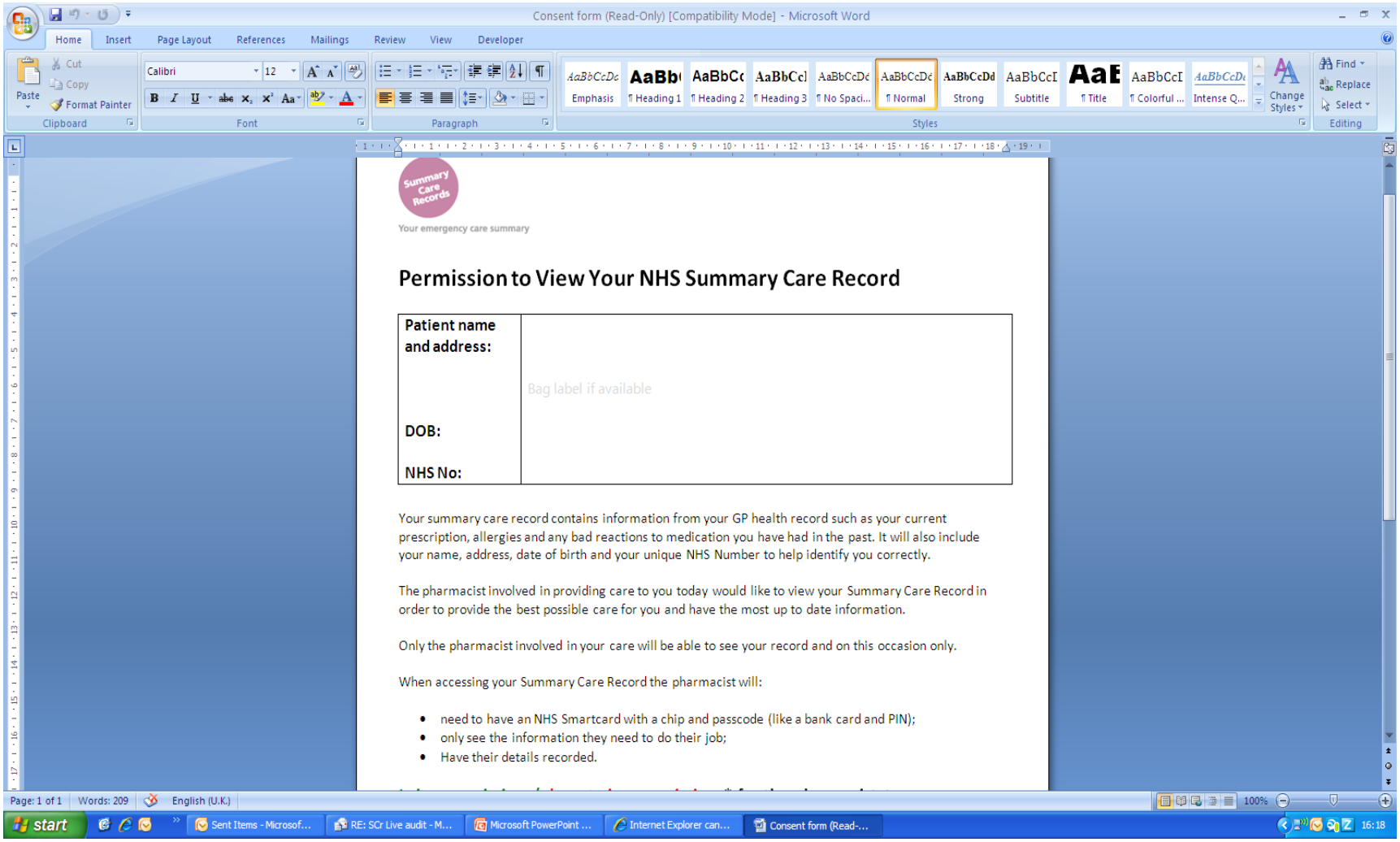
Patient located



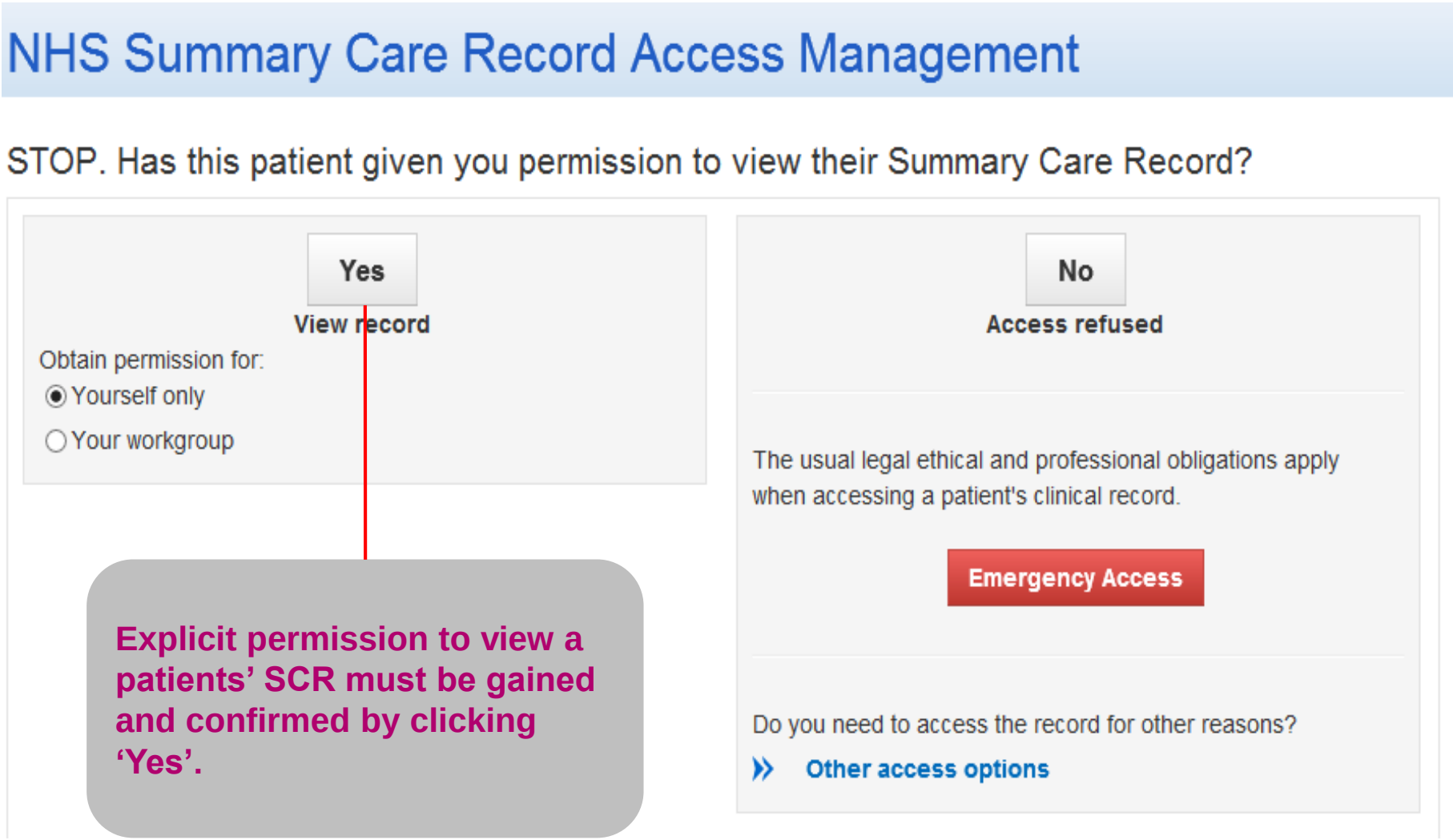
Permission to view

- Permission to view can be asked individually, or on behalf of all pharmacists & technicians at the pharmacy
- For example, you may ask for permission to view for “those who are involved in the your care when you come to this pharmacy”
- A local process would be required to ensure that staff are aware that permission has already been granted so they do not need to ask again and can click ‘Yes’ when prompted by the system, eg. note in PMR
- Local teams may require signed form to support other processes – please check*

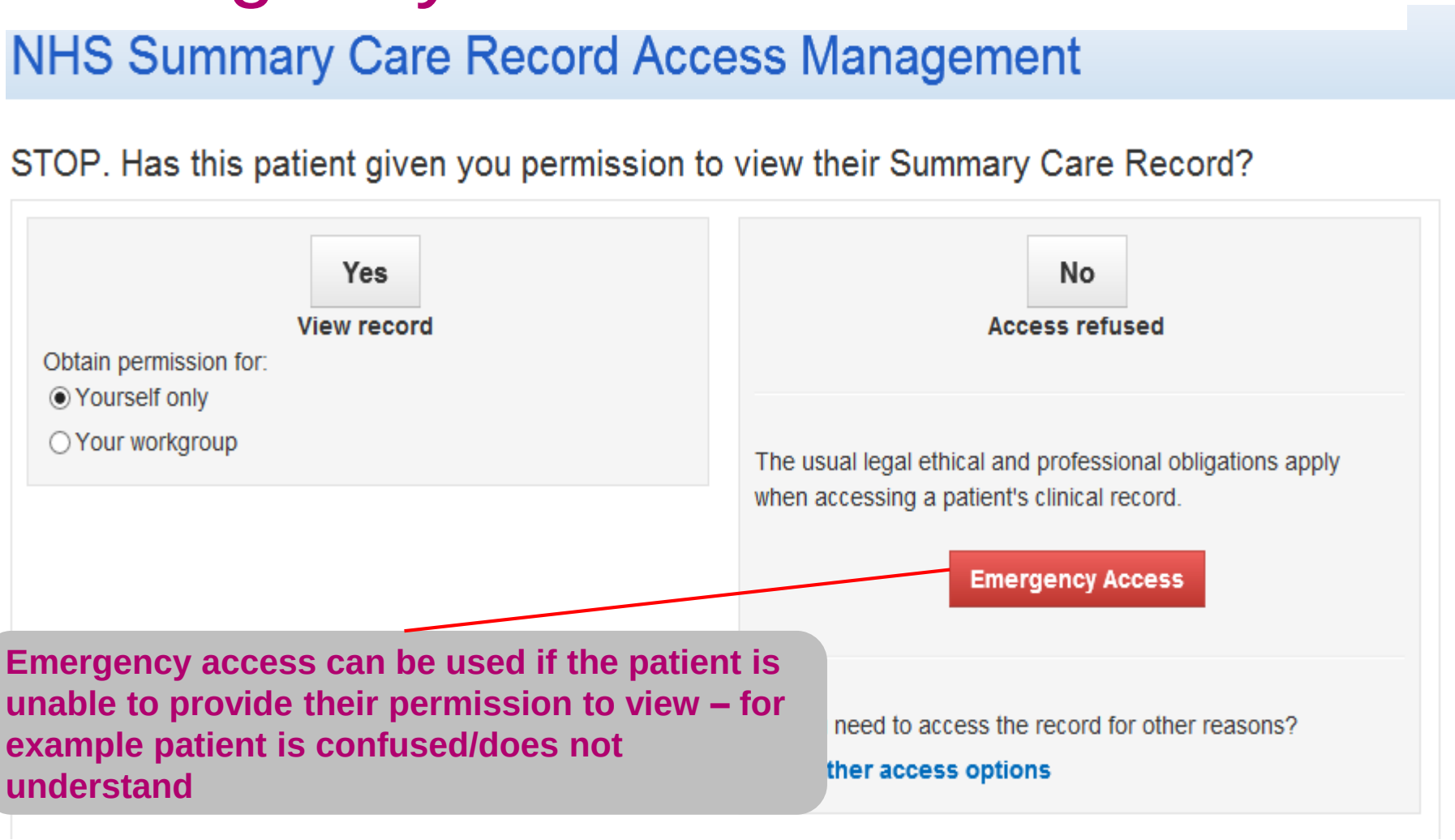
Permission to view – consent form



Permission to view

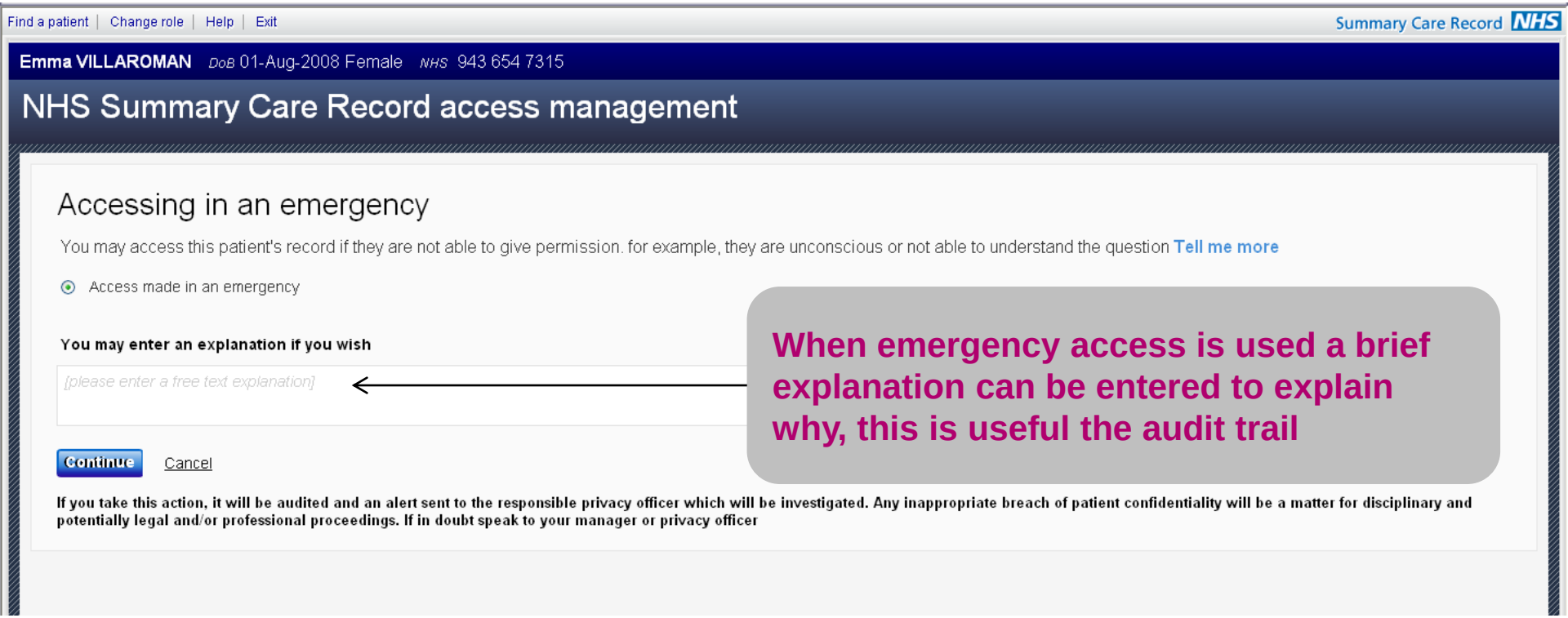


Emergency access



Emergency access can be used if the patient is unable to provide their permission to view – for example patient is confused/does not understand

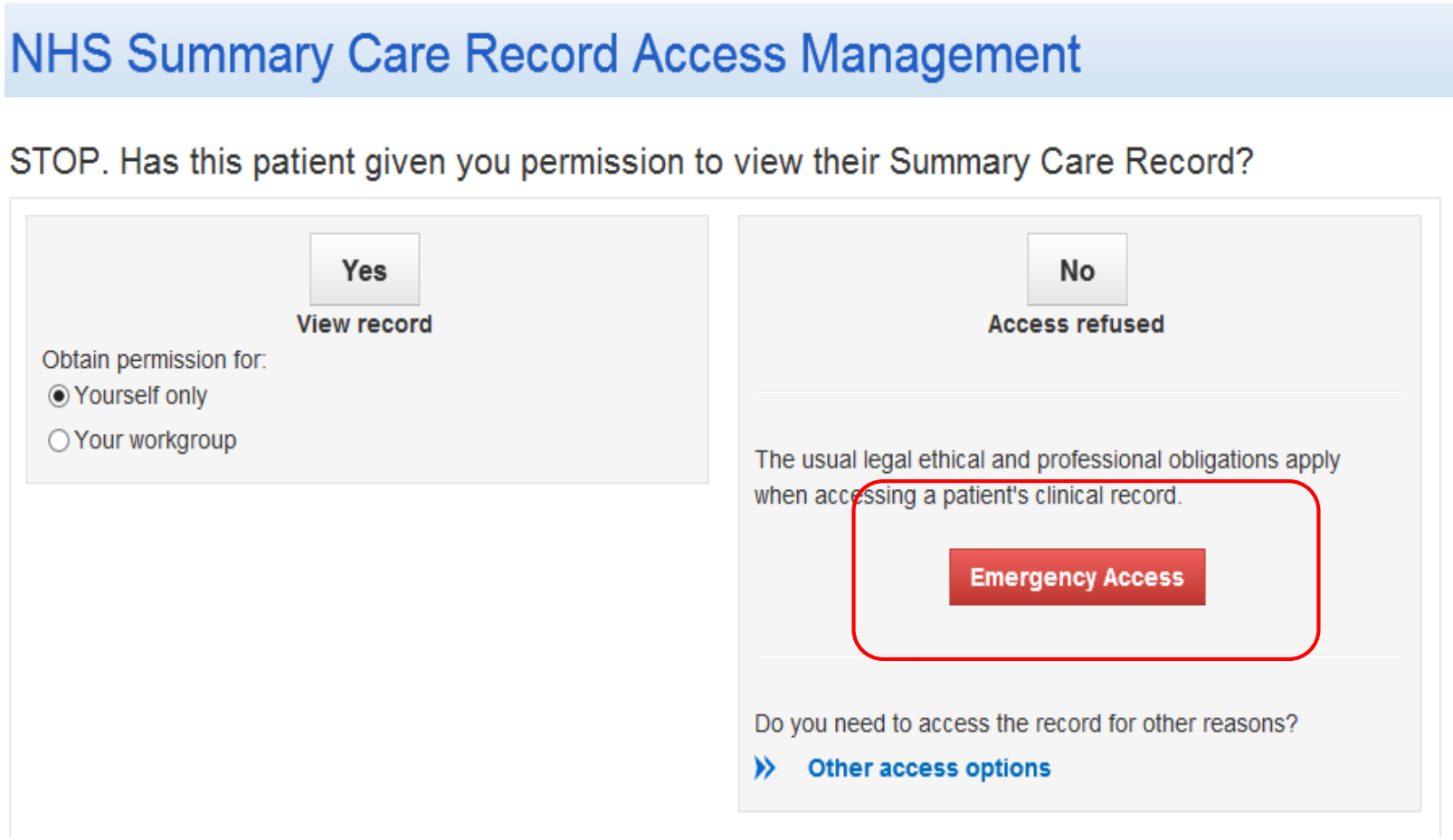
Emergency access



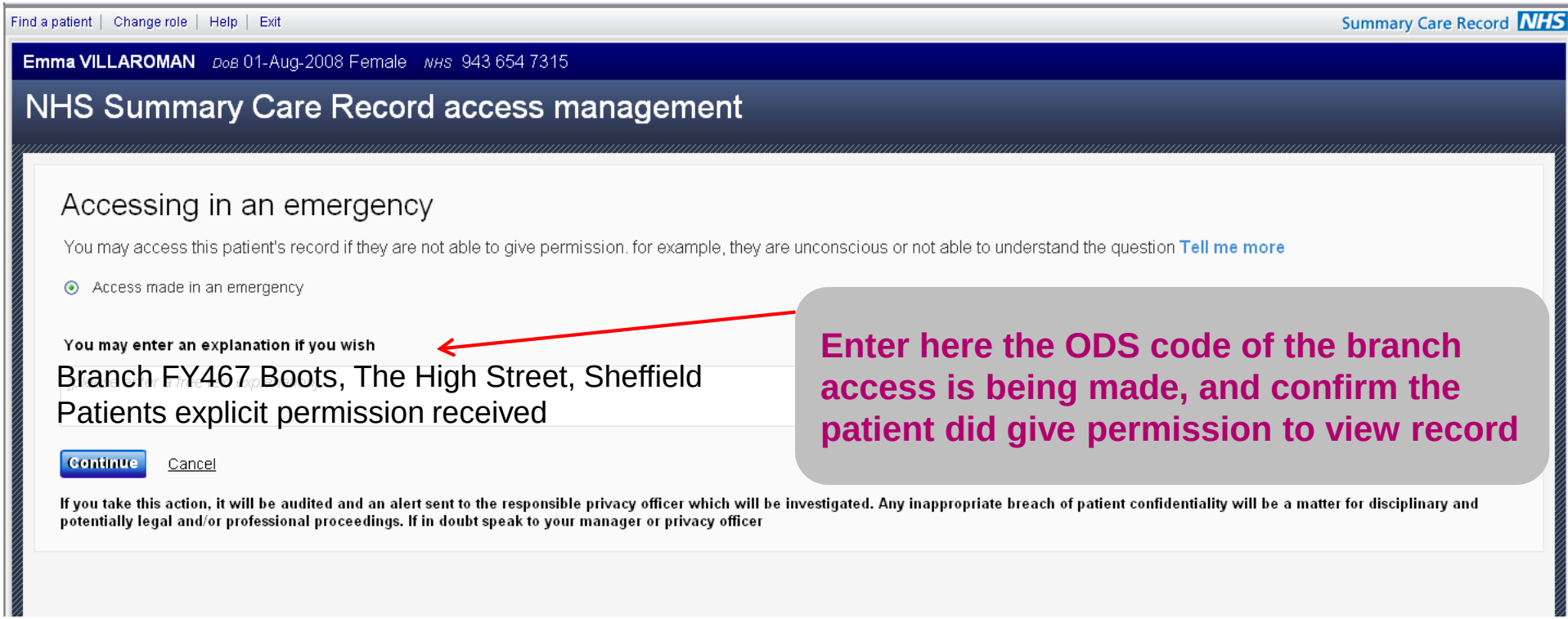
Locums MUST

- **Always** select emergency access
- Record the ODS code of branch you are accessing from
- Record the patient gave permission

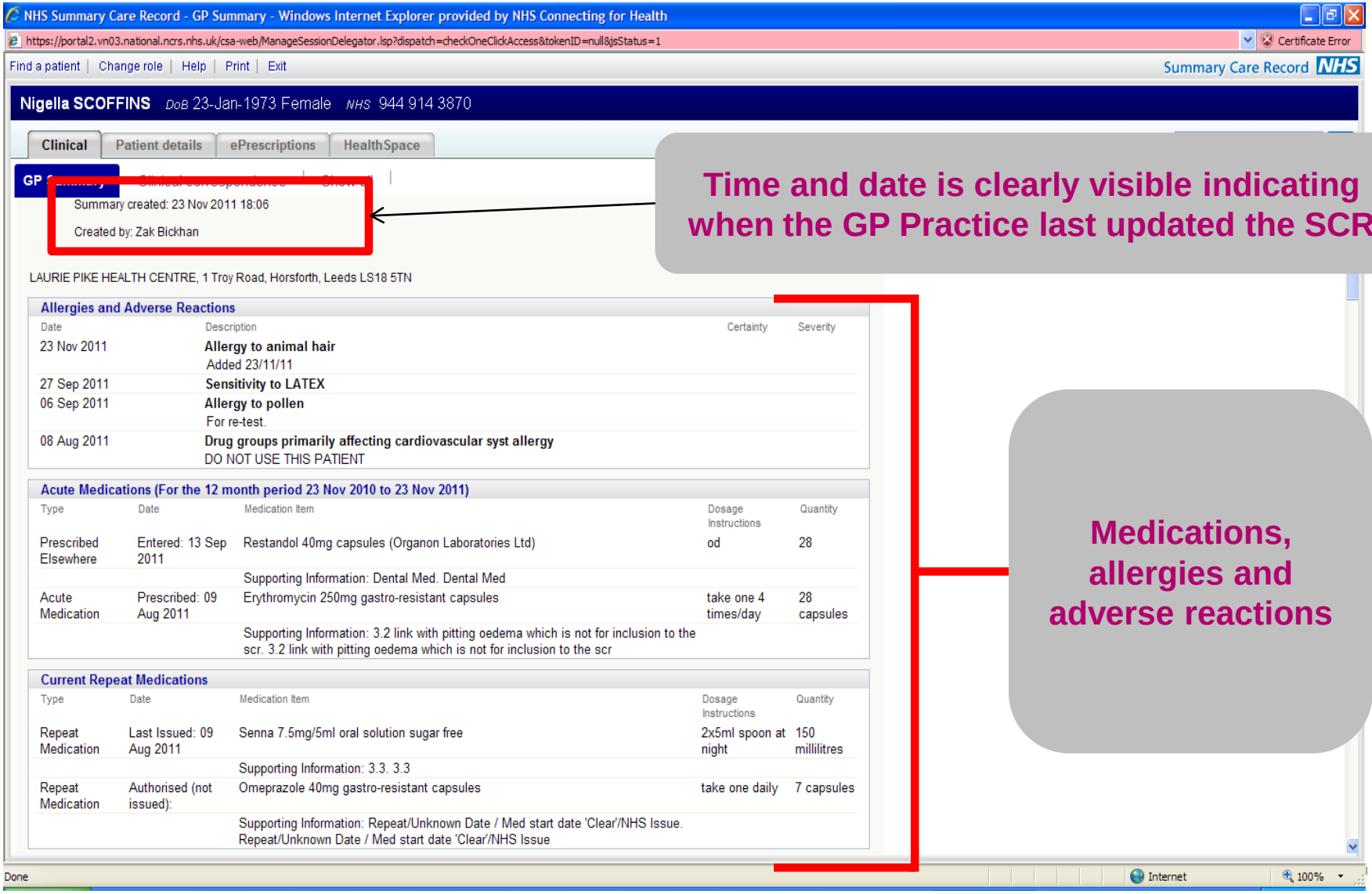
ALWAYS select EMERGENCY ACCESS



ALWAYS add appropriate additional information



SCR viewed in SCR application



SCR application viewing examples

Summary Care Records

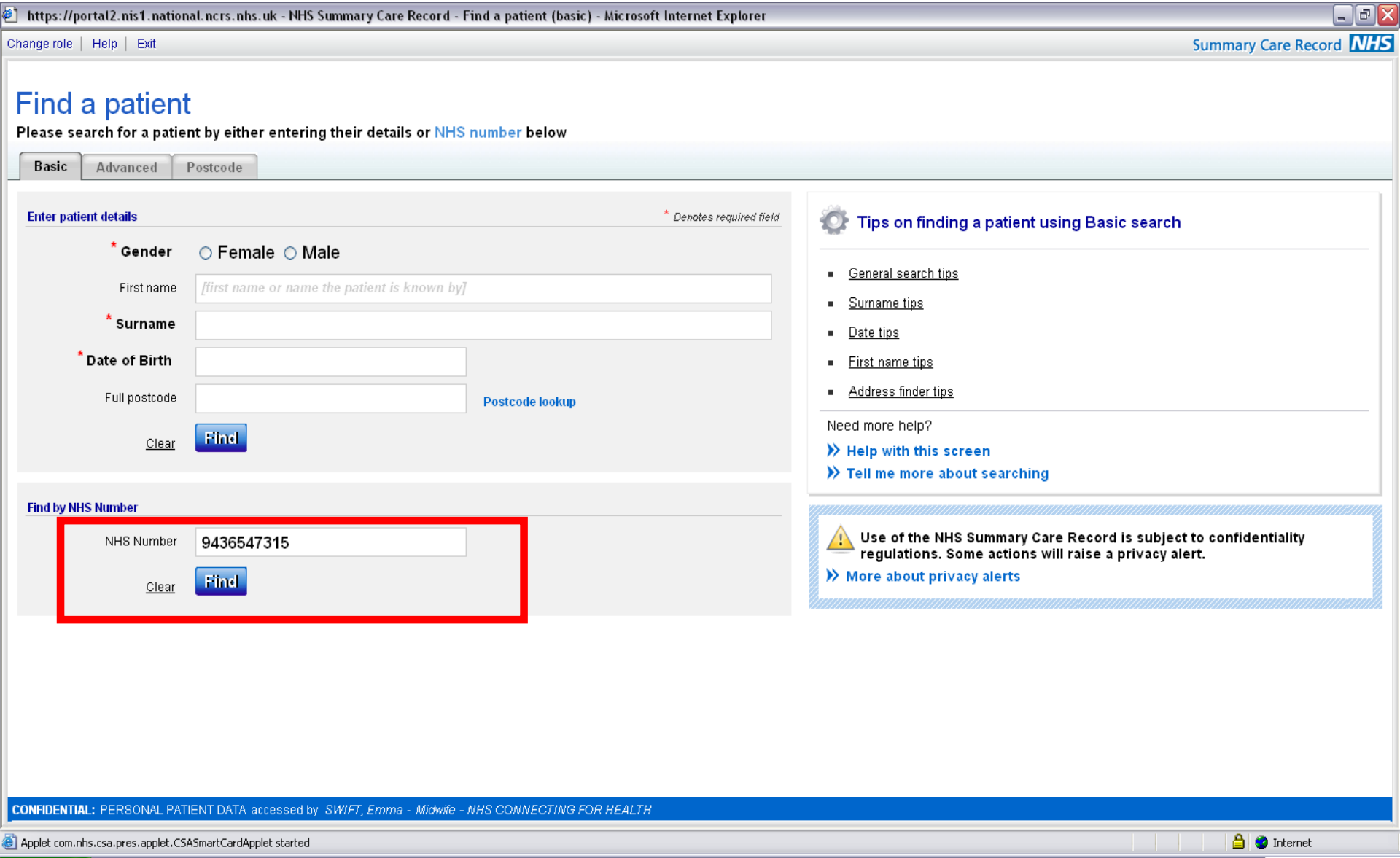
Scenario 1 – Emergency supply

- Permission to view asked, granted and recorded on consent form
- Patient NHS number identified through PDS look-up on PMR
- SCR viewed
- Care recorded on PMR (LR evidence)
- Complete audit form

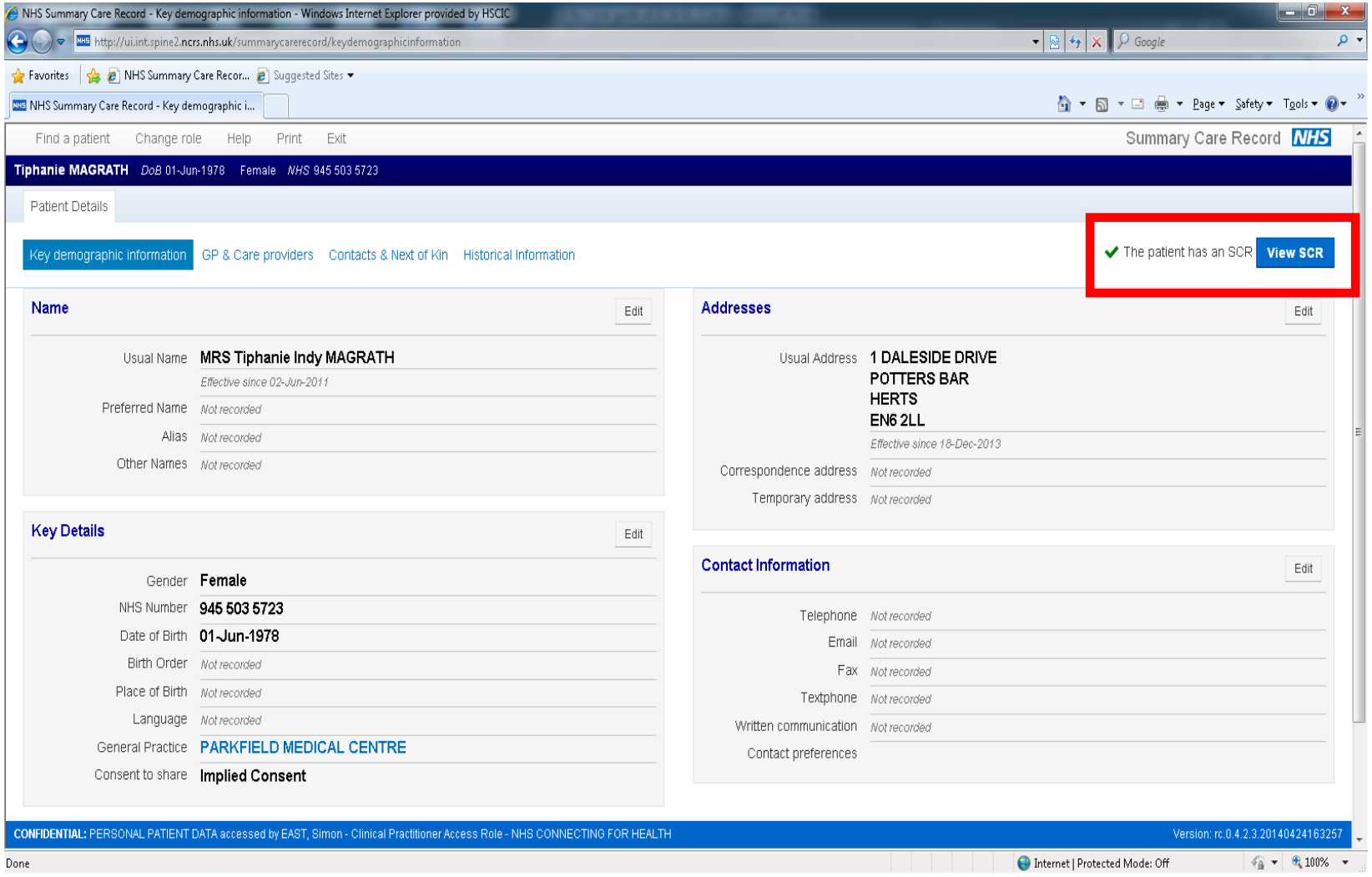
Find patient

- Ask the patient can you view their record and complete signed permission form
- Perform a PDS lookup for the patient on local PMR
- Copy NHS number
- Open the portal and SCR application

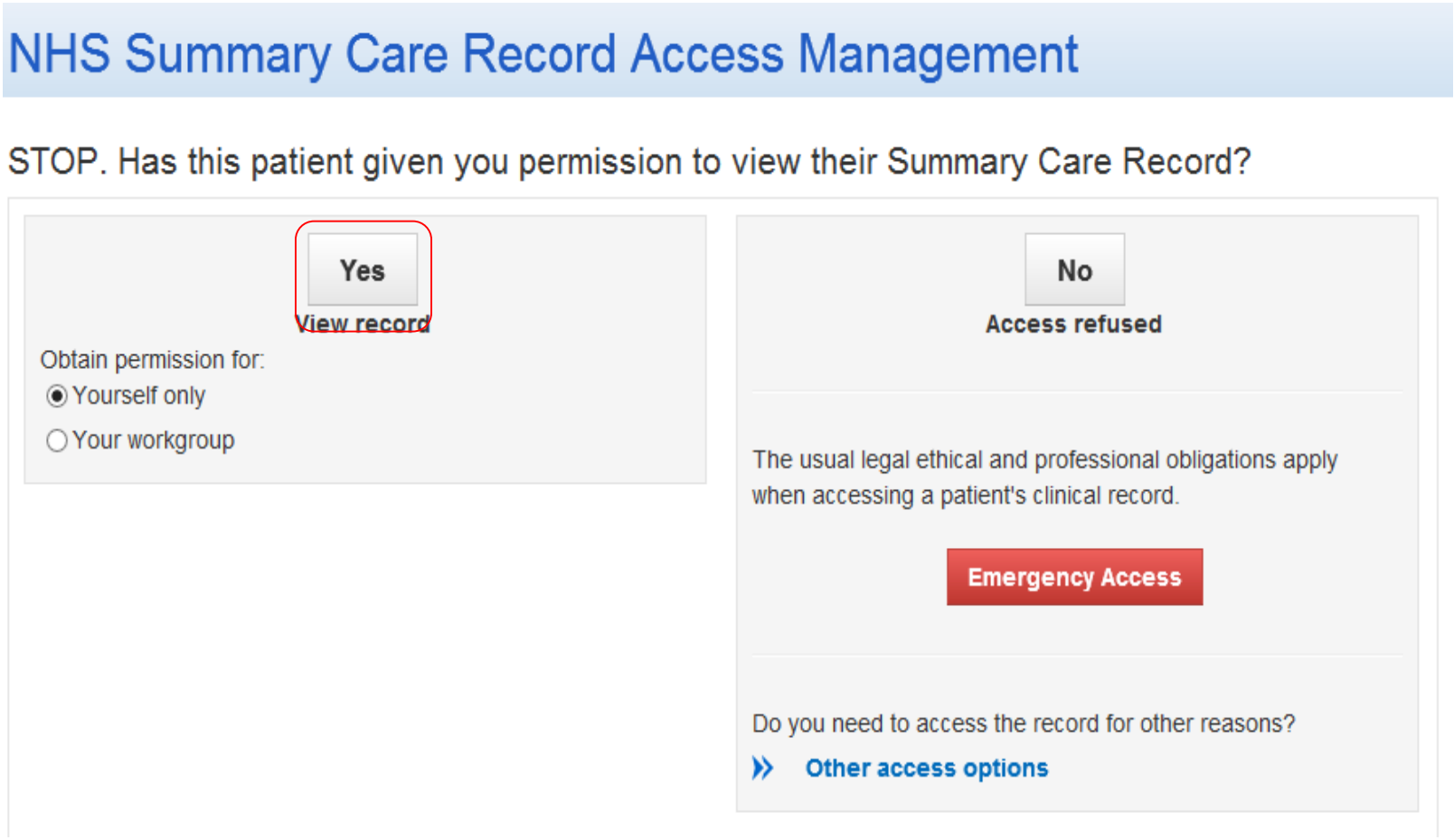
Find patient



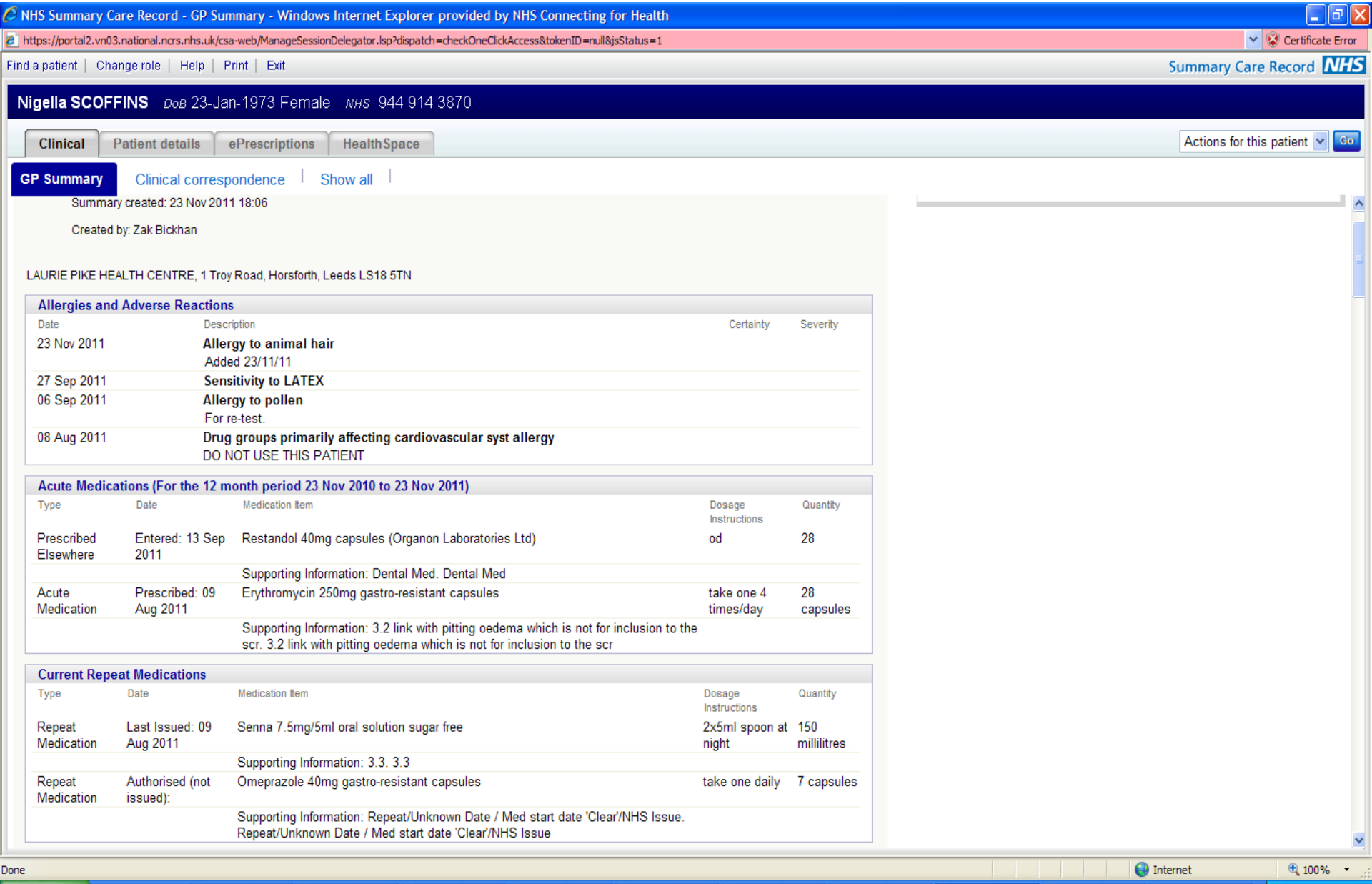
Find patient



Record permission to view



View SCR


NHS Summary Care Record - GP Summary - Windows Internet Explorer provided by NHS Connecting for Health
https://portal2.vn03.national.ncrs.nhs.uk/csa-web/ManageSessionDelegator.lsp?dispatch=checkOneClickAccess&tokenID=null&jsStatus=1
Certificate Error
Find a patient | Change role | Help | Print | Exit
Summary Care Record NHS
Nigella SCOFFINS DoB 23-Jan-1973 Female NHS 944 914 3870
Clinical
Patient details
ePrescriptions
HealthSpace
Actions for this patient
Go
GP Summary
Clinical correspondence | Show all |
Summary created: 23 Nov 2011 18:06
Created by: Zak Bickhan
LAURIE PIKE HEALTH CENTRE, 1 Troy Road, Horsforth, Leeds LS18 5TN
Allergies and Adverse Reactions
Date
Description
Certainty
Severity
23 Nov 2011
Allergy to animal hair
Added 23/11/11
27 Sep 2011
Sensitivity to LATEX
06 Sep 2011
Allergy to pollen
For re-test.
08 Aug 2011
Drug groups primarily affecting cardiovascular syst allergy
DO NOT USE THIS PATIENT
Acute Medications (For the 12 month period 23 Nov 2010 to 23 Nov 2011)
Type
Date
Medication Item
Dosage Instructions
Quantity
Prescribed Elsewhere
Entered: 13 Sep 2011
Restandol 40mg capsules (Organon Laboratories Ltd)
od
28
Supporting Information: Dental Med. Dental Med
Acute Medication
Prescribed: 09 Aug 2011
Erythromycin 250mg gastro-resistant capsules
take one 4 times/day
28 capsules
Supporting Information: 3.2 link with pitting oedema which is not for inclusion to the scr. 3.2 link with pitting oedema which is not for inclusion to the scr
Current Repeat Medications
Type
Date
Medication Item
Dosage Instructions
Quantity
Repeat Medication
Last Issued: 09 Aug 2011
Senna 7.5mg/5ml oral solution sugar free
2x5ml spoon at night
150 millilitres
Supporting Information: 3.3. 3.3
Repeat Medication
Authorised (not issued):
Omeprazole 40mg gastro-resistant capsules
take one daily
7 capsules
Supporting Information: Repeat/Unknown Date / Med start date 'Clear'/NHS Issue. Repeat/Unknown Date / Med start date 'Clear'/NHS Issue
Done
Internet
100%

Complete entry in PMR

- Detail advice given/action taken

Complete Audit form

Summary Care Record – Community Pharmacy Proof of Concept Exercise **This audit form is designed to be used every time the SCR is accessed. Thank you for your assistance.**		**Name / location of Site**			**Time Period of Audit Start Date :**																	
		CCG			**Finish Date:**																	
Patient number		**E.G.**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**20**
Section A. Time of use																						
1	'In hours' (i.e. when the GP surgery is open Mon – Fri 8am-6pm)																					
2	Out of hours (i.e. evenings/weekends, when the GP surgery is closed)	✓																				
Section B. Scenario in which SCR was used (select one)																						
3	Emergency supply required	✓																				
4	Treating minor ailments																					
5	Provision of new medicines / dispensing a prescription																					
6	Other																					
Section C. Reason for checking SCR																						
7	Check allergy status																					
8	Check contraindications / interactions																					
9	Check details of a medication the patient was unsure about	✓																				
10	Other																					
Section D. Consequences																						
11	SCR provided information which would otherwise have been unknown?	✓																				
12	SCR enabled an intervention without which could have resulted in a prescribing error	✓																				
13	Please state the potential consequences had the intervention not been made using the following categories (based on NPSA consequence scoring) 1 Negligible 2 Minor 3 Moderate 4 Major 5 Catastrophic	2																				

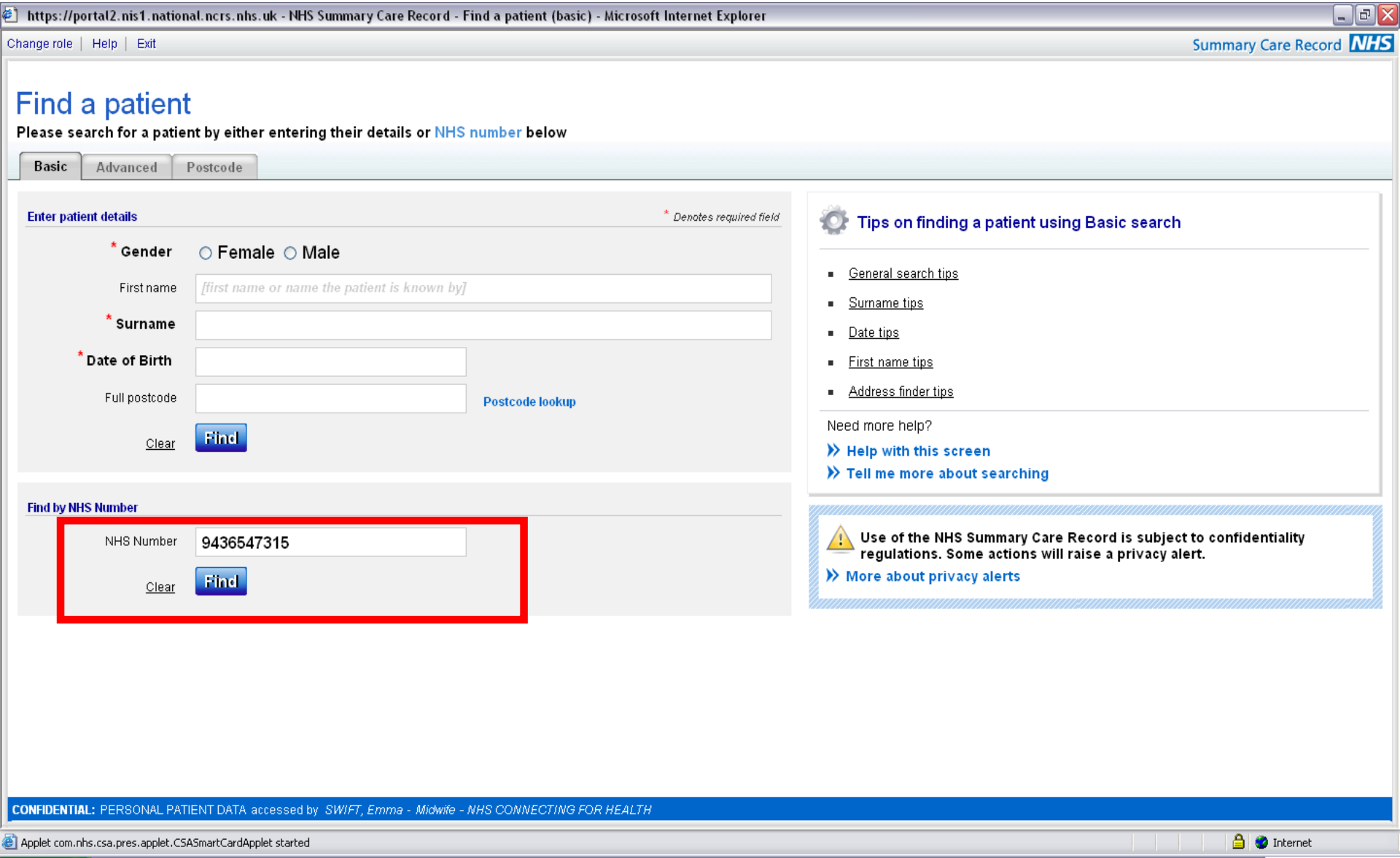
Scenario 2 – LOCUM access

- Permission to view asked, granted and recorded on consent form
- Patient NHS number identified
- EMERGENCY access selected
- Detail ODS code of branch, *plus* Permission To View received
- SCR viewed
- Care recorded on PMR
- Complete Audit

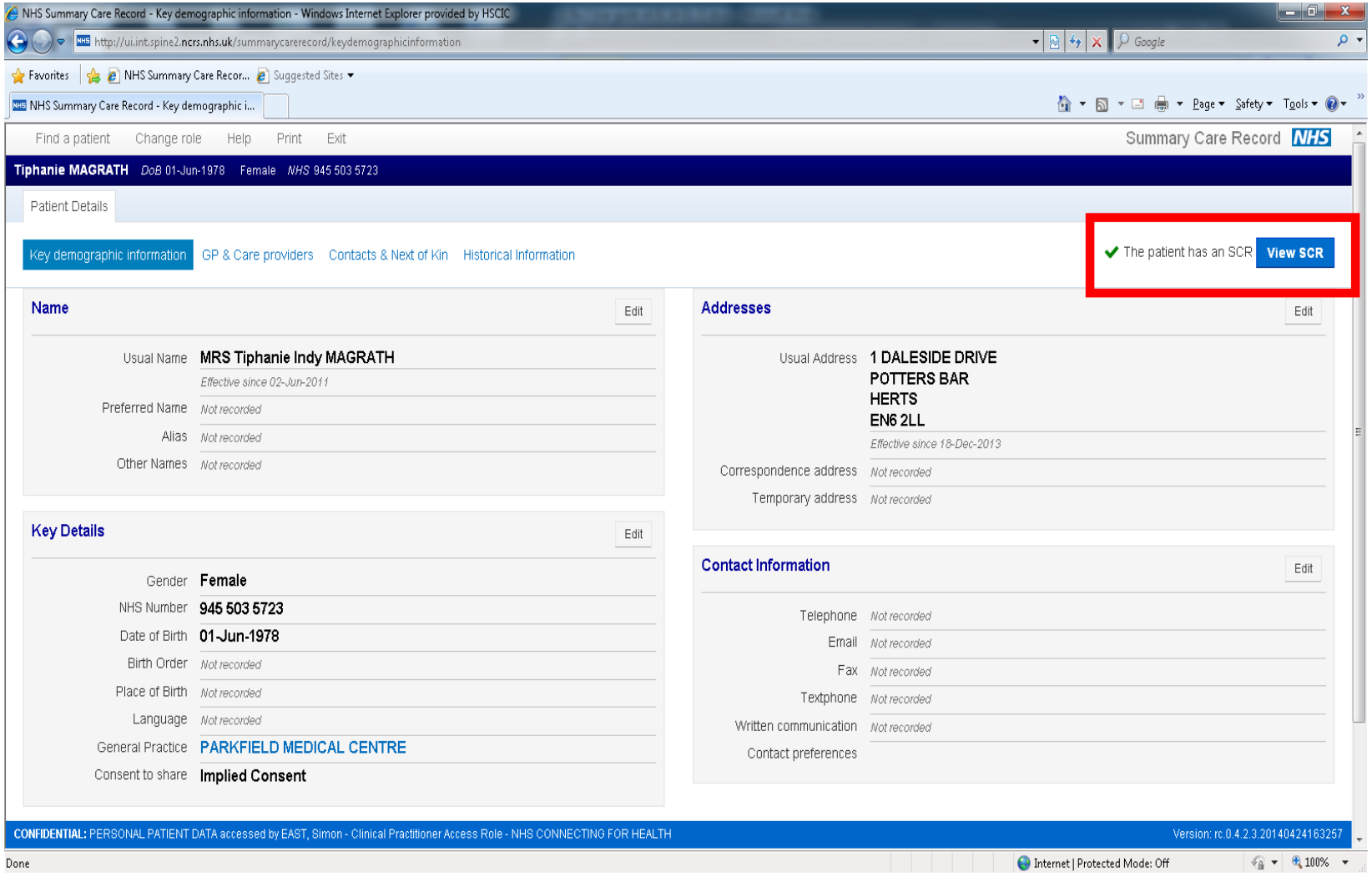
Find patient

- Ask the patient can you view their record and complete signed permission form
- Perform a PDS lookup for the patient on local PMR
- Copy NHS number
- Open the SCR application as appropriate

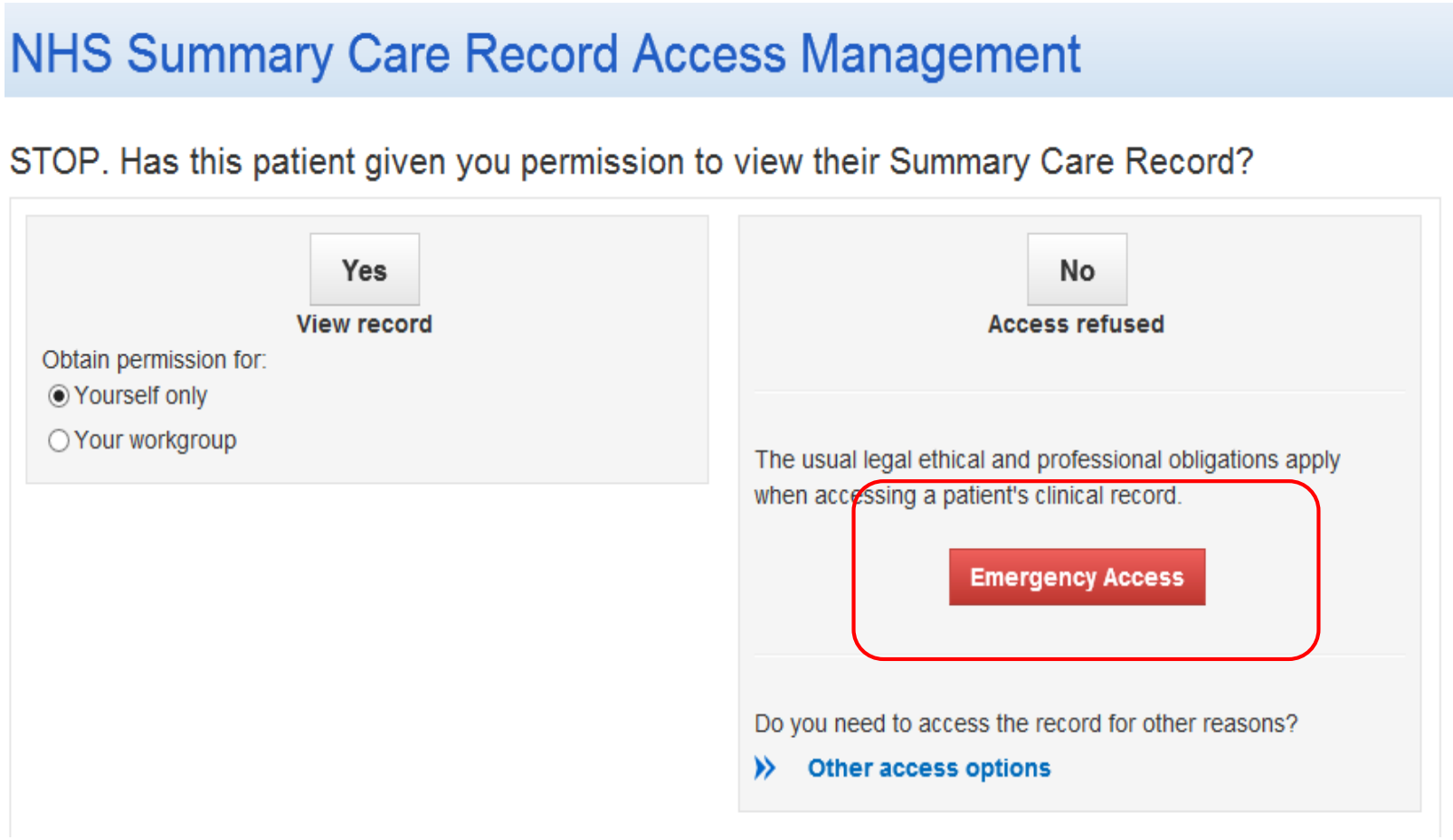
Find patient



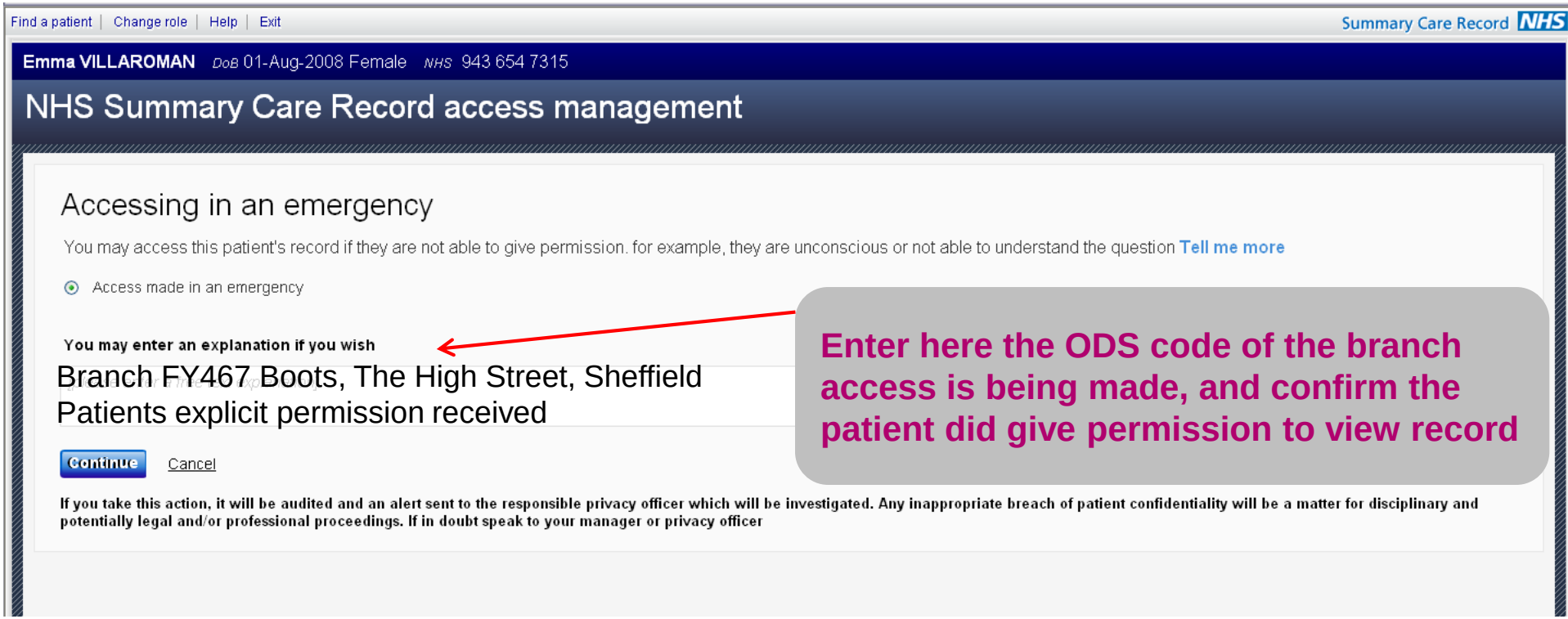
Find patient



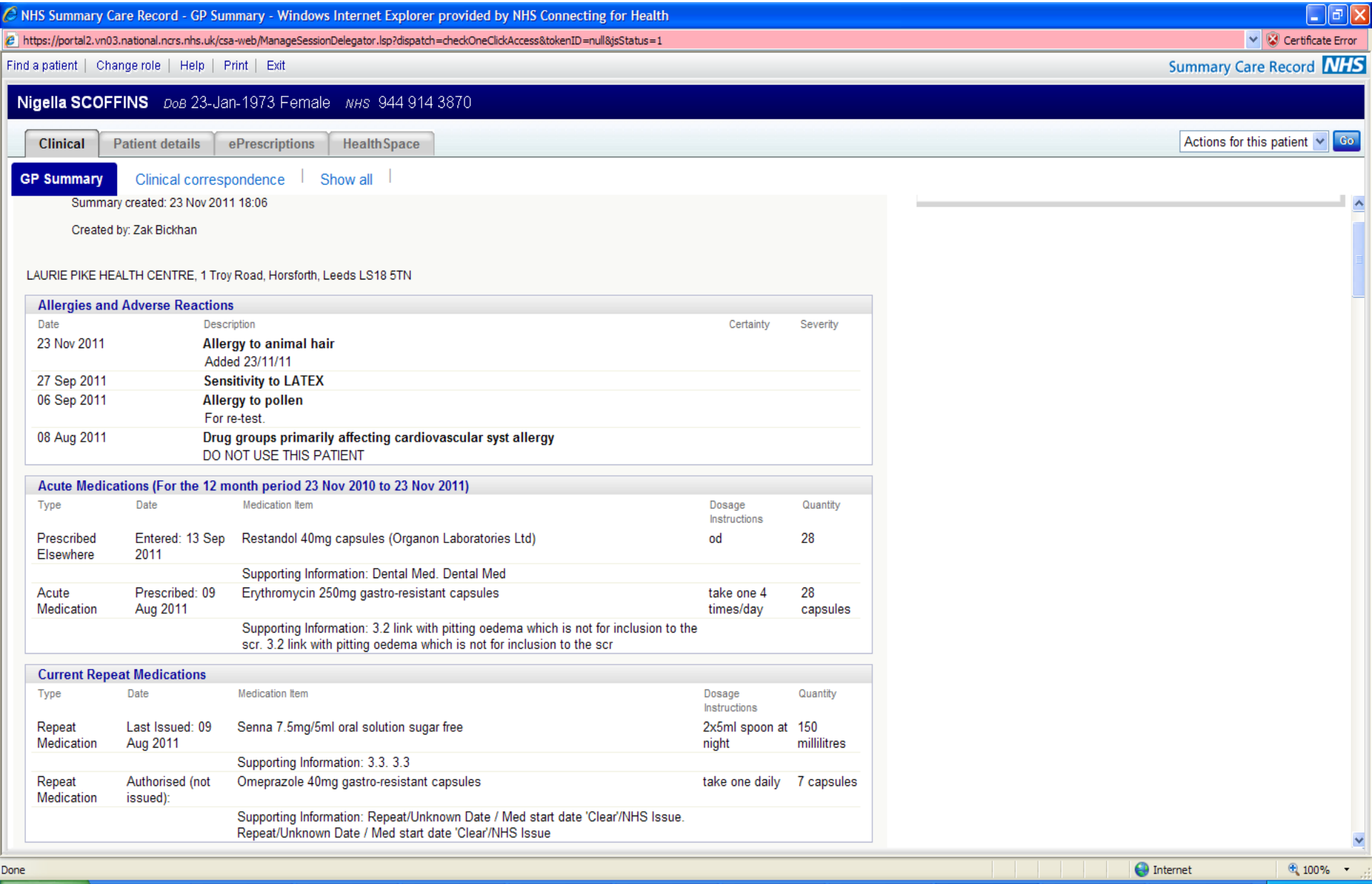
ALWAYS select EMERGENCY ACCESS



ALWAYS add appropriate additional information



View SCR


NHS Summary Care Record - GP Summary - Windows Internet Explorer provided by NHS Connecting for Health
https://portal2.vn03.national.ncrs.nhs.uk/csa-web/ManageSessionDelegator.lsp?dispatch=checkOneClickAccess&tokenID=null&jsStatus=1
Certificate Error
Find a patient | Change role | Help | Print | Exit
Summary Care Record NHS
Nigella SCOFFINS DoB 23-Jan-1973 Female NHS 944 914 3870
Clinical
Patient details
ePrescriptions
HealthSpace
Actions for this patient
Go
GP Summary
Clinical correspondence | Show all |
Summary created: 23 Nov 2011 18:06
Created by: Zak Bickhan
LAURIE PIKE HEALTH CENTRE, 1 Troy Road, Horsforth, Leeds LS18 5TN
Allergies and Adverse Reactions
Date
Description
Certainty
Severity
23 Nov 2011
Allergy to animal hair
Added 23/11/11
27 Sep 2011
Sensitivity to LATEX
06 Sep 2011
Allergy to pollen
For re-test.
08 Aug 2011
Drug groups primarily affecting cardiovascular syst allergy
DO NOT USE THIS PATIENT
Acute Medications (For the 12 month period 23 Nov 2010 to 23 Nov 2011)
Type
Date
Medication Item
Dosage Instructions
Quantity
Prescribed Elsewhere
Entered: 13 Sep 2011
Restandol 40mg capsules (Organon Laboratories Ltd)
od
28
Supporting Information: Dental Med. Dental Med
Acute Medication
Prescribed: 09 Aug 2011
Erythromycin 250mg gastro-resistant capsules
take one 4 times/day
28 capsules
Supporting Information: 3.2 link with pitting oedema which is not for inclusion to the scr. 3.2 link with pitting oedema which is not for inclusion to the scr
Current Repeat Medications
Type
Date
Medication Item
Dosage Instructions
Quantity
Repeat Medication
Last Issued: 09 Aug 2011
Senna 7.5mg/5ml oral solution sugar free
2x5ml spoon at night
150 millilitres
Supporting Information: 3.3. 3.3
Repeat Medication
Authorised (not issued):
Omeprazole 40mg gastro-resistant capsules
take one daily
7 capsules
Supporting Information: Repeat/Unknown Date / Med start date 'Clear'/NHS Issue. Repeat/Unknown Date / Med start date 'Clear'/NHS Issue
Done
Internet
100%

Complete entry in PMR

- Detail advice given/action taken

Complete Audit form

Summary Care Record – Community Pharmacy Proof of Concept Exercise **This audit form is designed to be used every time the SCR is accessed. Thank you for your assistance.**		**Name / location of Site**			**Time Period of Audit Start Date :**																	
		CCG			**Finish Date:**																	
Patient number		**E.G.**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**20**
Section A. Time of use																						
1	'In hours' (i.e. when the GP surgery is open Mon – Fri 8am-6pm)																					
2	Out of hours (i.e. evenings/weekends, when the GP surgery is closed)	✓																				
Section B. Scenario in which SCR was used (select one)																						
3	Emergency supply required	✓																				
4	Treating minor ailments																					
5	Provision of new medicines / dispensing a prescription																					
6	Other																					
Section C. Reason for checking SCR																						
7	Check allergy status																					
8	Check contraindications / interactions																					
9	Check details of a medication the patient was unsure about	✓																				
10	Other																					
Section D. Consequences																						
11	SCR provided information which would otherwise have been unknown?	✓																				
12	SCR enabled an intervention without which could have resulted in a prescribing error	✓																				
13	Please state the potential consequences had the intervention not been made using the following categories (based on NPSA consequence scoring) 1 Negligible 2 Minor 3 Moderate 4 Major 5 Catastrophic	2																				

Interpreting the SCR

Summary Care Records

Context of the data within the SCR

- Users should be reminded that SCR is a **summary** and not a full detailed care record for the patient
- The SCR may not contain all information for a patient e.g. medications prescribed outside of the GP Practice
- Information held within the SCR is a summary of the information from a patient's GP practice at the time it was created. This is indicated by the date and time stamp on the SCR.
- Users should therefore check for subsequent information as part of their normal history taking

Updated SCR requirements

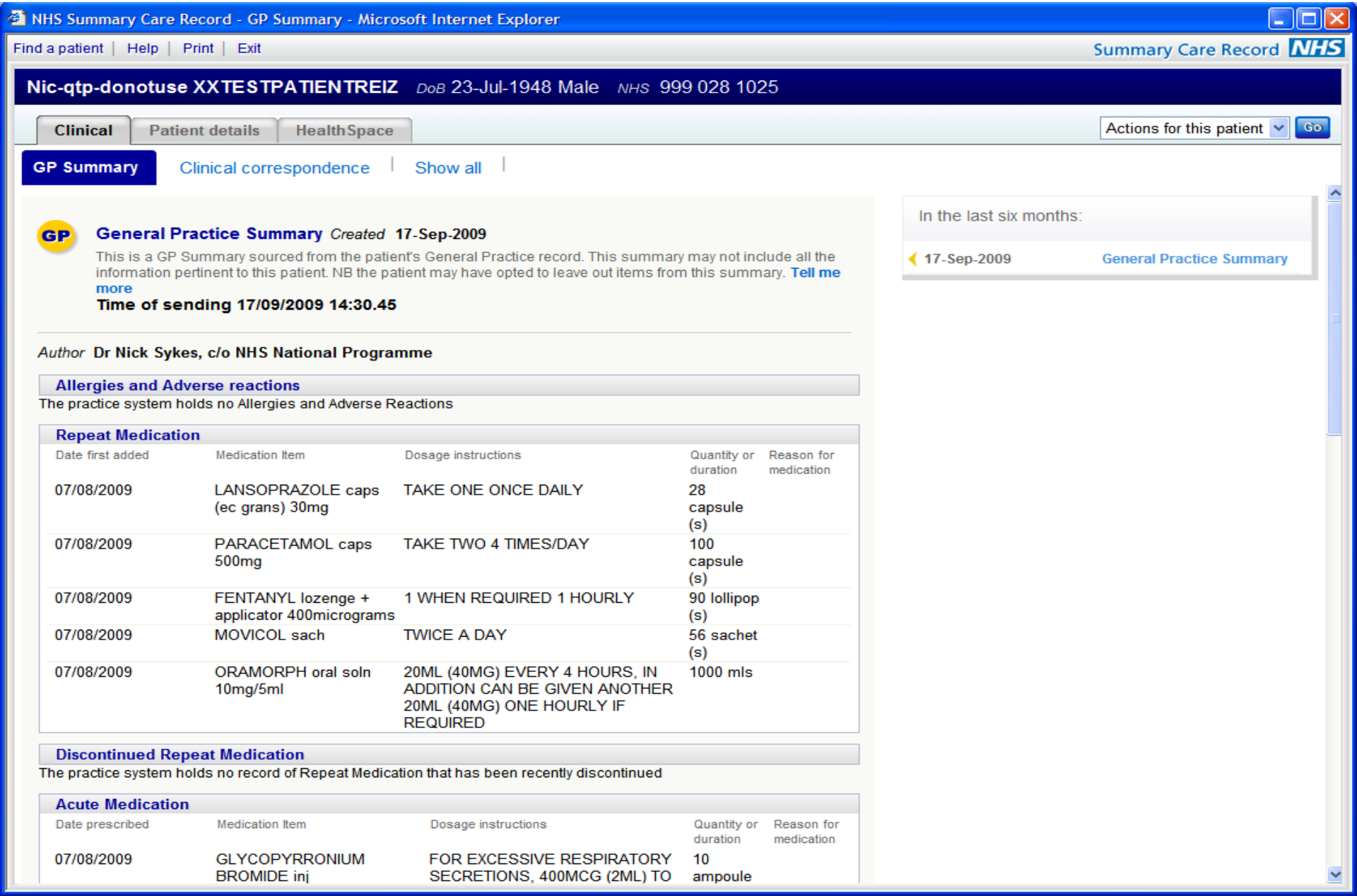
- GP system suppliers are in the process of upgrading their systems to make improvements to the way that SCRs are displayed and updated
- During this period you are likely to encounter patients with the old SCR view and patients with the updated view.
- Differences:

  - Last issue date

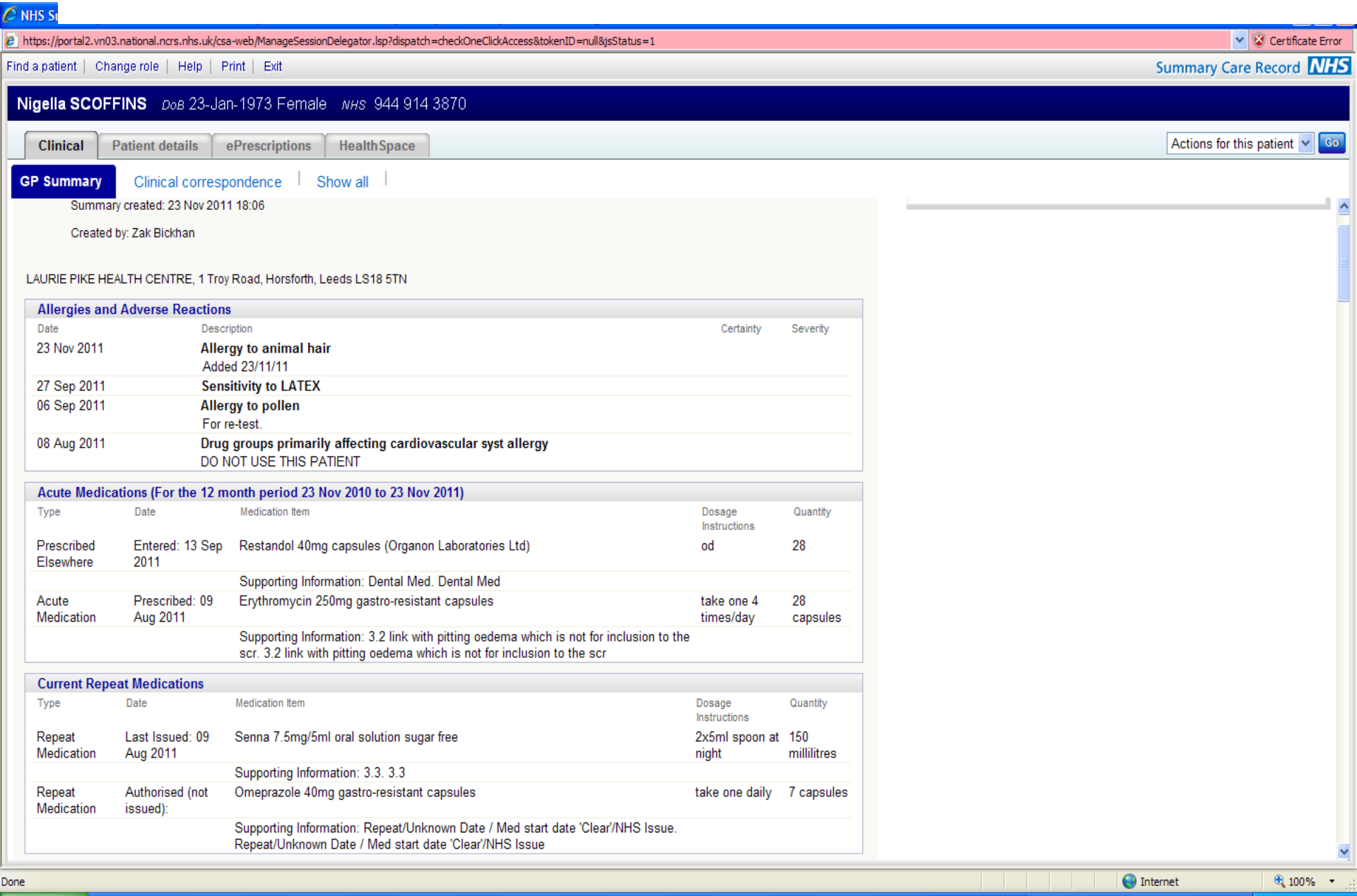
  - Discontinued repeat medications possible views : correct, also recorded (correctly) in actual repeat meds, or not available

  - Acute meds for 6 months or 12 months

Old SCR view


NHS Summary Care Record - GP Summary - Microsoft Internet Explorer
Find a patient | Help | Print | Exit
Summary Care Record NHS
Nic-qtp-donotuse XXTESTPATIENTREIZ DoB 23-Jul-1948 Male NHS 999 028 1025
Clinical
Patient details
HealthSpace
Actions for this patient
Go
GP Summary
Clinical correspondence
Show all
GP
General Practice Summary Created 17-Sep-2009
This is a GP Summary sourced from the patient's General Practice record. This summary may not include all the information pertinent to this patient. NB the patient may have opted to leave out items from this summary. Tell me more
Time of sending 17/09/2009 14:30.45
Author Dr Nick Sykes, c/o NHS National Programme
Allergies and Adverse reactions
The practice system holds no Allergies and Adverse Reactions
Repeat Medication
Date first added
Medication Item
Dosage instructions
Quantity or duration
Reason for medication
07/08/2009
LANSOPRAZOLE caps (ec grans) 30mg
TAKE ONE ONCE DAILY
28 capsule (s)
07/08/2009
PARACETAMOL caps 500mg
TAKE TWO 4 TIMES/DAY
100 capsule (s)
07/08/2009
FENTANYL lozenge + applicator 400micrograms
1 WHEN REQUIRED 1 HOURLY
90 lollipop (s)
07/08/2009
MOVICOL sach
TWICE A DAY
56 sachet (s)
07/08/2009
ORAMORPH oral soln 10mg/5ml
20ML (40MG) EVERY 4 HOURS, IN ADDITION CAN BE GIVEN ANOTHER 20ML (40MG) ONE HOURLY IF REQUIRED
1000 mls
Discontinued Repeat Medication
The practice system holds no record of Repeat Medication that has been recently discontinued
Acute Medication
Date prescribed
Medication Item
Dosage instructions
Quantity or duration
Reason for medication
07/08/2009
GLYCOPYRRONIUM BROMIDE inj
FOR EXCESSIVE RESPIRATORY SECRETIONS, 400MCG (2ML) TO
10 ampoule
In the last six months:
17-Sep-2009
General Practice Summary

Updated SCR view



Remember……

- SCR is sourced ONLY from the GP practice record – if they don't add meds prescribed elsewhere on their system, then they will not be on the SCR
- If there is doubt about the SCR update at the practice being assigned to the right patient record (ie. significant demographic discrepancy) then this will not be sent. This may mean SCR looks out of date. Check the date created
- Some SCRs may have additional information present that is over and above the "core" information. The exact content will vary from patient to patient as it is the patient that controls what additional information is added.
- If you identify out of date information for a recent record update, contact patients GP practice
- You MUST NOT access SCR with someone else's smartcard!!!

Are you ready?

- ✓ Do you have a Smartcard? Have you tested it?
- ✓ Have you requested the correct roles to be added, and have they been?
- ✓ Do you know how to access the SCR web page from your pharmacy computers?
- ✓ Do you know your local process for supporting legitimate access monitoring?
- ✓ Are you confident in asking the patient their permission to view their SCR?
- ✓ If you are a Locum, do you understand you MUST always select “emergency access” and detail the branch you are accessing from?
- ✓ Are you confident you could answer patient questions, or point them in the right direction for support?
- ✓ Do you know where to escalate smartcard or access issues?

Questions?

If you have ANY questions at all, contact:

- Local project support
- Local IT helpdesk
- National SCR support – sharonwilson@hscic.gov.uk
- Regional team, eg. Numark, regional managers

Viewing Summary Care Records