

Medicines Manager Service and GP record viewer

What are these services?

Both these Pharmacy Access services enable EMIS Web GP organisations and pharmacies using ProScript to work together to provide a safer and faster service. Medicines Manager enables pharmacies to electronically transmit repeat prescription requests securely and efficiently.

The GP Record Viewer (GPRV) enables pharmacies to securely view certain details of a patient's health record, including medication, allergies and limited biological values, to help provide an additional safety step for the patient.

How will the services work?

NHS England Electronic Prescription Service permits a patient to nominate a pharmacy for prescription fulfilment. The nomination process is highly secure, audited and controlled by smartcards in pharmacy or general practice. The nomination is held on the NHS Personal Demographics Service (PDS).

Patients who have nominated a pharmacy can opt into the Pharmacy Access service. This allows:

- The pharmacist to request repeat medication for Medicines Manager directly from EMIS Web.
- The GP organisation to receive the medication request in EMIS Web Medicines Management and to approve and sign or reject prescription requests in EMIS Web. Electronic prescriptions are then sent to the nominated pharmacy via the NHS Spine.

Pharmacies can use the GRPV to view limited information about patients, such as a current medication, allergies and key biological values, including INR, lithium levels, blood pressure, HbA1c, thyroid and renal function.

No other data is shared with the pharmacy.

How will information sharing work?

Patients *must* give written consent for these services in order for their pharmacy to access their information. Data can only be shared when both of the following apply:

- When a joint agreement is in place between the patient (written consent required), the GP organisation and the pharmacy.
- EMIS Web has been functionally enabled to allow sharing of data.

No data is shared for patients who have *not* consented to these services.

How will the patient give the pharmacy consent?

Patients are not automatically nominated for either service in the pharmacy. They must 'nominate' a preferred pharmacy, to which their prescriptions can be sent automatically, and they must give signed, informed consent which they can withdraw at any time.

How can I activate Medicines Manager?

Activation must be undertaken at the GP organisation by a user with administrator rights to the EMIS Web system. For further information, use the links below to access two short (two-minute) videos:



Overview and local activation for Medicines Manager (1m 47s, with sound)



Medicines Manager - Managing Requests and Medication (2m 15s, with sound)

Activate Medicines Manager

1. Click , point to **System Tools** and select **EMAS Manager**.
2. In the list on the left-hand side, select **EPMS**.
3. On the ribbon, click **Activate**.

Contact the pharmacy

The pharmacy you will be sharing data with requires the following information to enable Medicines Manager:

- Your organisation name.
- A contact name.

- Postcode.
- Telephone number.
- Email address.
- EMIS Web customer number (CDB).
- The senior GP's GMP PPD code, the code is found in the role section of their user profile.
- Is your organisation EPS enabled?
- Is your organisation GPRV enabled?
- Have you enabled Medicines Manager in EMIS Web?

How can I activate the data sharing agreement for GPRV?

Activation must be undertaken at the GP organisation by a user with administrator rights to the EMIS Web system. We've recorded a short video to show you how.



Activating GPRV (1m 41s, with sound)

Activate GPRV

1. Click  , point to **Configuration** and select **Data Sharing Manager**.
2. In the list on the left-hand side, select **GP to Pharmacy Record Sharing**.
3. On the ribbon, click **Activate**.

For new/upgrading organisations, this information will be part of your pre-go live reading and preparation. You can activate the agreement to share in Familiarisation, and if you do so, you need take no further action.

How can I deactivate these services?

Deactivation of both services is undertaken at your organisation by a user with administrator rights to the EMIS Web system.

Deactivate Medicines Manager

1. Click , point to **System Tools** and select **EMAS Manager**.
2. In the list on the left-hand side, select **Medicines Manager**.
3. On the ribbon, click **Deactivate**.

Deactivate GPRV

1. Click , point to Configuration and select Data Sharing Manager.
2. In the list on the left-hand side, select **GP to Pharmacy Record Sharing**.
3. On the ribbon, click **Deactivate**.

What benefits will data sharing bring for my patients and organisation?

Community and online pharmacies are easily accessible to the public. Patients, their representatives and carers seek advice from the pharmacist and their teams on a large variety of issues, ranging from self-care to complex medication queries.

Pharmacists are experts in medicines and can play a vital role in supporting many other healthcare professionals through agreed sharing of patient health records.

Sharing data with pharmacies will bring the following benefits:

For patients:

- Improved patient safety due to the sharing of medication, allergy information and biological values between GPs and pharmacies.
- Fewer visits to surgery to order/collect repeat prescriptions.
- Patient can nominate a pharmacy convenient to where they live, work or shop to collect their prescription, or an online pharmacy will deliver it to the patient's home.
- May improve medication compliance due to the increased convenience of obtaining repeat prescriptions.

For GP organisations:

- Saves time, printing and paper – prescriptions are electronically signed.
- Repeat prescribing workload for practice staff is reduced.
- Fewer lost prescriptions.
- Prescriptions can be cancelled electronically.
- Full end to end audit trail of requested versus authorised prescriptions.
- Better information governance, as formal consent to share data is requested and obtained.

For pharmacies:

- Visibility of the patient health record will enable pharmacists to provide safer and more effective essential (dispensing) and advanced services (New Medicine Service and Medicines Use Reviews).
- Visibility of the patient health record may assist in pharmacies selling OTC products.
- Complying with National Patient Safety Guidelines where the pharmacy is required to only dispense lithium and/or warfarin prescriptions when they are satisfied that the relevant levels are within therapeutic range.

Expand to view a summary of benefits

Benefits of service	Patient	GP organisation	Pharmacy
More streamlined care between the patient, GP and pharmacy	✓	✓	✓
Reduced workload for practice staff to maximise efficiency and improve service levels		✓	✓
Improved communication (Medicines Manager) and resources (GPRV) allows for a more complete, accurate medication history to be recorded		✓	✓
Full end-to-end audit trail of requested versus authorised prescriptions		✓	✓
Better information governance, as written patient consent is obtained for both services		✓	✓
Fewer visits to the surgery or pharmacy to order/collect repeat prescriptions	✓		
Saves time, printing and paper – prescriptions are electronically signed and cancelled		✓	✓
Access to the GPRV can aid in providing urgent and emergency care through medicines optimisation, especially outside practice opening hours	✓		✓
May improve medication compliance and reduction in medication wastage due to the increased convenience of obtaining repeat prescriptions	✓		✓
Facilitate compliance with patient safety guidelines to ensure prescriptions for lithium and warfarin are dispensed safely within therapeutic ranges			✓
Visibility of the GPRV will allow for the provision of safer and effective essential (dispensing) and advanced services (New Medicine Service and Medicines Use Review)			✓
A robust and auditable method for ordering repeat medication			✓
Visibility of the GPRV enable pharmacists to make more informed decisions when selling over the counter products	✓		✓

Improved patient safety due to the sharing of clinical information and biological values between GPs and pharmacists	✓	✓	✓
Access to the GPRV can assist in effective medicines reconciliation, leading to improved accuracy and reduction in medicines errors and discrepancies	✓	✓	✓

Can I choose not to share my data?

Yes. Although it is worth noting that your patients may be nominating a pharmacy to collect their medication, and that is why you will receive requests. We advise against disabling Medicines Manager as this may cause delays in patients receiving their medication.

Can medication other than repeats be requested/approved?

The GP retains the authority to approve or reject any medication request that they receive.

What if the patient has requested none of their data held by their GP is shared?

No data is shared with the pharmacy, because the patient has expressly requested that none of their data is shared.

Is EMIS giving access to my patient data to pharmacies without the patient's consent?

No. EMIS has strong data protection practices in place, and requires sharing agreements and consent before any data is shared. However, in this instance, the patient has given a pharmacy permission to request their prescription medication information and to collect future prescriptions on their behalf. No other patient data is shared, and no data is shared for patients who have not nominated a pharmacy.

Glossary of terms used

Medicines Manager (Electronic Prescription Management Service) is a messaging system used by pharmacies to send repeat prescription medication requests to EMIS Web GP surgeries.

GPRV Viewer (GP Record Viewer) is a read only view of relevant patient data e.g. current medications, allergies, key blood test results etc.

EPS (Electronic Prescription Service) provides a secure method of issuing prescriptions and transmitting them directly from a GP to a pharmacy of the patient's choice. The service enables the patient to deal directly with the pharmacy, useful for those patients with repeat prescriptions.

EPSR2 (Electronic Prescription Service) R2 is the latest release of the EPS software, which enables patients to nominate pharmacies of their choice to request and collect their repeat prescriptions. It also enables electronic signing and reimbursement of prescriptions.

NHS Spine is the national infrastructure that stores and holds critical organisation and personal information for the NHS. The Spine enables many of the NHS's electronic services to work securely, for example, Choose and Book, NHS numbers for patients, and EPS.

National Patient Safety Guidelines used to be developed, set and administered by the National Patient Safety Agency (NPSA), whose responsibilities were transferred in 2012 to the NHS Commissioning Board Special Health Authority.

Familiarisation is the preparation and process an organisation goes through before they go live with EMIS Web as their clinical system.